

STAFF PERFORMANCE MANAGEMENT AND APPRAISAL PROCESS

General:

Staff management below Town Clerk level has been delegated to the Town Clerk by Council. The Town Clerk is responsible for determining how staff are managed. This document sets out the principles and the form to be used.

Principles:

- Staff performance is part of day to day management and supervision. Any issues, problems, praise and positive feedback should be raised at the time it occurs and not wait for the annual appraisal (no surprises).
- All staff should receive at least one formal appraisal per year that summarises how that person has performed both generally and specifically against previously agreed targets.
- The appraisal should consider staff development. Any training or development needs must be agreed and recorded.
- **SMART*** targets linked to the Council's objectives for the forthcoming year (or shorter period if applicable) should be clearly stated and agreed.

Appraisal process and recording form:

The appraisal form has purposefully been made simple so that it can be completed at the time of the meeting. All appraisals to be completed by 26th April. For each area of work there is a rating awarded:-

Improvement Required (or *unsatisfactory*) – *If this rating is given then the section setting out further action is required must be completed. This will also give a timescale for improvement/review. If improvement is not seen within this time or unsatisfactory performance is regularly seen, then this will be dealt with under the Council's Capability Policy.*

Satisfactory – *An evaluation resulting from performance that meets the performance standards of the position. This is the minimum acceptable standard of performance. If everyone only performed to this standard it is unlikely that overall team or Council targets would be achieved.*

Good - *An evaluation resulting from overall performance that is above the performance standards of the position. Well-motivated, trained and energised staff should regularly achieve this level. A combination of staff at "satisfactory" and "good" rating should ensure that overall targets can be met.*

Excellent - *An evaluation resulting from overall performance that is consistently and significantly above the performance standards of the position.*

For staff to progress within a pay range and receive an annual pay increment, performance at satisfactory performance level or above is required. The annual pay award is set nationally and is not related to the performance appraisal scheme.

SMART* TARGETS ARE: Specific, Measurable, Agreed, Realistic, Time bound

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Name :		Position:		
<i>(please tick)</i>	Improvement required *	Satisfactory	Good	Excellent
Quality of work				
Efficiency				
Attendance				
Time Keeping				
Work relationships (team work and interpersonal communication skills)				
Competency in the role				
<u>Comments and Observations</u>				
<u>Future Objectives (aim for 3 – 5 not part of routine work that contribute towards Council objectives*)</u>				
<u>Summarise the employee's performance and progress over the period</u>				
* Has the minimum standard for the review period been met?	YES / NO	If NO, what further action is required?	Review Date	
Training & development needs identified for the coming year				
Employee's Signature:				

Manager's Signature:	
Date:	

* The more routine the work relating to the job is the more difficult it may be to identify specific targets that support Council objectives. In these cases it would be reasonable to look at: -

- How the job could be done more efficiently or to a higher standard with the same resource.
- Their personal development – could the person learn a task or function that their supervisor usually undertakes.
- Develop team resilience by learning to carry out functions undertaken in the wider team by a colleague.