



# Support Service Performance Management Meeting

(covering the following staff categories – Secretary, Associate Secretary, Assistant Secretary,  
Director and Librarian, Sub-Librarian, Admin Officer, Chief Technician)

The university wants to hear about your experiences in your role; this form provides a framework for a review of the past year. The information you provide will be used to set new targets for the next academic period.

The reviewee completes Parts A, B, D, E.

The reviewer completes Part C.

## Important

Please complete Parts A and B of the form and return to the person carrying out your review before your scheduled face-to-face meeting.

### Part A: Your Details

Name

Staff No.

Job Title

Unit

Date of review meeting

Date for next review meeting



## **Part B: Organisational Responsibilities**

### **1. Unit Strategy**

- a. Briefly explain what you as Head of Unit have done to implement the University's strategy. For example, how does your unit's operational plan fit into the overall strategy? What progress have you made? What challenges have you experienced?



**2. Achievements and/or results**

Based on targets/objectives agreed at last year's performance review meeting, please outline the progress you have made in each. Provide concrete examples to illustrate each point.



**3. People Management**

Are you satisfied that the team functions well – with you as its leader? Give concrete examples of ways in which you ensure that team members work efficiently (both individually and collectively) and co-operate effectively. For example, what steps have you taken to advance the development of your team members? How have you and your team responded to any unexpected problems or difficult situations during the year?



**4. Fiscal Management**

Are you satisfied with your knowledge of the financial situation in the University – and in your area of budgetary responsibility? Explain how you oversee the financial management of your unit. For example, what systems are in place to ensure accurate and informed decision-making? How do you deal with reduced resources and how do you manage any budget cuts?



**5. Internal & External Relations**

How do you maintain effective relationships and communicate effectively with a) senior colleagues and b) external stakeholders (such as public officials or organisations connected with the University)? Give specific examples.



**6. Training and Development Supports**

Please identify any specific support or areas for development you would feel would assist you in achieving your objectives or pursuing your development goals in the year ahead. (It may help to refer to Learning and Development eBook).



At the end of the face-to-face meeting, the reviewer will complete Part C and hand it back to you to complete Parts D and E. You will then be asked for your final agreement and signature.

**Part C: Overall Assessment**

Name  Staff No.   
Job Title   
Unit

Significantly misses expectations 1	Does not meet expectations 2	Meets expectations 3	Exceeds expectations 4	Significantly exceeds expectations 5
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Rating

Reason for rating (please give details)





**Part D: Agreed targets/objectives for the next 12 months**

Blank area for entering agreed targets/objectives for the next 12 months.

**Part E: Agreed development plan for the next 12 months**

Blank area for entering agreed development plan for the next 12 months.



**Signatures:**

Reviewee (print name):

Reviewer (print name):

Reviewee signature:

Reviewer signature:

### Performance Rating Definitions

- 1 Significantly misses expectations: Persistently not achieving satisfactory performance or where work quality and/or quantity is significantly below expectations.
- 2 Does not meet expectations: Does not meet agreed work objectives or standards. Support interventions needed to improve performance.
- 3 Meets expectations: Meets agreed objectives and work standards in both quantity and quality.
- 4 Exceeds expectations: Exceeds expected level of contribution in quality and quantity / delivers high quality work.
- 5 Significantly exceeds expectations: Consistently delivers an exceptional standard of work / significantly contributes to the delivery of the operational plan / significantly exceeds objectives in quantity and quality.