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PERSONAL DEVELOPMENT REVIEW

FOR ALL GRADE 1 AND

GRADE 2 STAFF

**Information included:**

**Guidelines and Checklist**

**PDR form, example of standard job activities and standards required**

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**Personal Development Review**

**Grade 1 and Grade 2 Staff**

**Guidelines and Checklist**

Personal Development Review (PDR) adopts a developmental approach in support of our People First promise to “create opportunities to build the capability of our staff”.

This is an opportunity for you to:

* Get feedback on your performance to date
* Tell your Reviewer what you need to do your job effectively
* Consider ways to improve your performance at work and your contribution to the work of your team, the department and the University
* Think about your future development, should you wish to progress

Aim of the Performance Development Review

* To help you reach your potential and develop effectively at work
* To assist discussions and establish a better understanding of your individual needs in relation to the needs and aims of the department/division
* To identify training and development needs
* To improve performance and job satisfaction and to help identify necessary changes required

Performance Development Review Process

* You will have a structured and supportive discussion with your Reviewer at least once a year to discuss your job
* Your Reviewer (who will normally be your supervisor/manager) will be appropriately trained to carry out this task
* You will be asked to prepare for your PDR by completing the attached form in advance of the meeting
* Should you need help to complete the form, Reviewers will provide any necessary support required
* Discussion should be open, honest and constructive
* The Reviewer will summarise the conclusions of the meeting, including any training needs identified to improve performance in the current role or development aimed to equip you to undertake a broader, different or more senior role in the future
* A record of the meetings will be kept to aid personal development

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**Personal Development Review**

**Grade 1 and Grade 2 Staff**

**Guidelines and Checklist**

Before the Meeting

**Find out who is reviewing you** - This will normally be your supervisor/line manager

**Review your activities and expected standards** - Have a look at the attached activities and expected standards of your role so that you can reflect on your progress

**Think about what you want from the conversation** - this is an opportunity to focus on you, to get feedback on how you are doing, to get some focus for the coming year and, in some cases, to discuss developing your skills for the next part of your career journey

Completing Your Form

When completing your form:

*Think About You*

* **Strengths -** What do you do well?
* **Weaknesses -** Where might there be room for improvement?
* **Opportunities -** Are there opportunities to develop your skills or employability, if you wish?
* **Challenges -** Is anything preventing you from doing a good job or your personal development?

*Think About Your Job*

What are the positive aspects of your work?

* What you enjoy
* What you are good at
* What helps you to develop your skills.

What are the negative aspects of your work?

* What you do not like doing
* What you find difficult

How could things be made better?

* Better for you
* Better for Queen’s
* Training

After the Meeting

**Carry out your actions** - In order to meet the objectives identified during your review, it is essential that follow up action is carried out. This may include arranging appropriate training, and/or undertaking further discussion about working practices etc.

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**PERSONAL DEVELOPMENT REVIEW FORM**

**When completing the questions below please demonstrate how you incorporate the Core Values (Integrity, Connected, Ambition, Respect and Excellence) into your every day work.**

Reviewee Name/Job Title:

Reviewer Name/Job Title:

1. Based on your job activities and the standards required, how have you contributed positively to your team, department and to the University overall?
2. What did not go well? What, if anything, could have made a difference to this?
3. Given your role, what are the key activities you want to achieve in the coming year?

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1. What help, support or training, if any, do you need to achieve them?

*For example: Formal training course, on the job training or job shadowing.*

1. To help support your personal development, please set out what career aspirations you have in the box provided below. If you are happy in your current role and do not wish to discuss further career development at this time, please tick: [ ]
2. Please list any internal and external training, workshops, conferences, team building sessions etc that you attended this year?
3. Is all of your online mandatory training up to date? **YES/NO**
4. Agreed actions/support

**Example of Document for Discussion – Housekeepers**

**Job Activities and Standards Required**

| **Activity** | **Standard Required** |
| --- | --- |
| **Delivery of a first class cleaning service*** Continue to deliver excellent standards of cleanliness and hygiene in all area throughout the site.
* Always provide excellent customer service.
* Carry out duties/tasks as allocated by the Housekeeping Supervisors, ensuring you are communicating any issues that require attention (e.g. – maintenance, hygiene or concerns with residents).
* Welcome new members of staff and help them to feel part of the housekeeping team.
* Seek to improve the service/standard delivered by contributing ideas for improvement.
 | * All areas free from litter, debris, dust, dirt and loose foreign matter.
* Friendly, helpful and knowledgeable.
* Familiar with the housekeeping’s policy and procedures.
* Put forward any ideas for service improvement
 |
| **Contribute to the delivery of an excellent customer experience during the summer months*** Build positive relationships with all summer guests by welcoming them and assisting with any queries or signpost them to the appropriate person or area for help.
* Promote a positive, friendly and helpful environment, where all customers are left with a great impression of their stay at Queens Accommodation.
 | * Pleasant helpful and informative manner.
* Confident and competent.
* Be aware of where to direct all conference guest queries.
 |
| **Customer Service*** Ensure delivery of a high level of customer service.
* Maintain a professional attitude and continually strive for improvement.
* Possess a good understanding of how to handle complaints effectively.
* Suggest service improvements that may benefit the housekeeping department.
 | * Friendly, helpful and knowledgeable.
* Provide information on student surveys and customer feedback cards.
* Familiar with the housekeeping’s policy and comments forms.
 |
| **Contribute and embrace a vibrant, diverse and multi-cultural community*** Engage with residents in a positive and friendly manner.
* Encourage residents to maintain satisfactory standards of cleanliness and recycle where appropriate.
* Report any issues of concern regarding student welfare.
* Report any breach of lifestyle options within Queens Accommodation to your supervisor or a member of the management team
 | * Confident and competent.
* Knowledge of the current guidelines.
* Attend regular training.
* Familiar with the housekeeping’s and Reception’s policies and procedures.
* Familiar with student guidance facilities
 |
| **Contribute to the University’s Green Impact Scheme** * Turn off lights, radiators and electrical items where appropriate.
* Encourage residents and colleagues to recycle appropriately.
* Encourage students to use the food waste bins provided.
 | * Ensure everything electrical is turned off when not in use.
* Familiar with where recycling bins are located and what items go into each bin.
* Report any issues with food waste to supervisors.
 |
| **Ensure all duties are carried out in line with health and safety regulations*** Risk Assessments read and understood before carrying out tasks.
* All accidents or near misses reported immediately to your supervisor or a member of the management team.
* Queen’s Accommodation policies and procedures strictly adhered to.
 | * Any H&S concerns with any aspects of your role raised with line manager immediately.
* Familiar with policy and procedures.
* Familiar with how and to whom to report accidents and near misses.
* All relevant risk assessments are adhered to and signed off on an annual basis.
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**Example of Document for Discussion – Library Attendant**

**Job Activities and Standards Required**

| **Activity** | **Standard Required** |
| --- | --- |
| **Shelving*** Ensure that library materials are returned to their correct place.
* Liaise with colleagues to facilitate prompt and efficient re-shelving.
* Systematically tidy the stock on a daily basis whilst checking that items are in the correct sequence.
 | * Books on the Floor Trolleys are promptly reshelved and returned items are available on the shelves within 1 working day.
* Working effectively with colleagues to ensure that material is collected at timely intervals and returned to its appropriate location.
* Stock looks neat and tidy on the shelves and is in the correct order.
 |
| **Building*** Open and close the building and, clear the floors at the appropriate time.
* Ensure that all users have vacated the building at closing time.
* Advise users on the opening hours and the availability of the various services.
 | * Adherence to the advertised hours.
* Timely and thorough sweeps of the building.
* Pleasant helpful and informative manner.
 |
| **Customer Service*** Ensure delivery of a high level of customer service.
* Assist with the regular sampling of book returns to monitor the time taken to reshelve items.
* Possess a good understanding of how to handle complaints effectively.
* Suggest service improvements that may benefit library users and, contribute to initiatives to maintain formal CSE accreditation.
 | * Friendly, helpful and knowledgeable.
* Accurate monitoring of sample returns.
* Familiar with the library’s policy and comments forms.
 |
| **Emergency evacuation*** To play a key role in the evacuation of the building.
* Be aware of evacuation procedures and responsibilities, and of your own role in the process.
* Be able to assist with the evacuation of wheelchair users.
 | * Confident and competent.
* Knowledge of the current guidelines.
* Attend regular training.
 |
| **Book security*** To ensure that material is not removed from the Library without being properly issued.
* Be responsible for ensuring that the book detection system is functioning properly.
* Deal appropriately and politely with users who trigger the alarm.
* Be aware of the point at which management should be involved.
 | * Familiar with policy and procedures.
* Polite but firm.
* Efficient and helpful
 |
| **Study environment*** Help maintain the Library’s study environment policy and be prepared to speak to users regarding card misuse, noise and food.
* Provide roving support at the weekend and assist as and when required.
* Be aware of when to report offenders to senior management.
 | * Polite but firm.
* Efficient and helpful.
* Familiar with policy and procedures.
 |
| ***Dealing with enquires**** To advise library users regarding the layout of the library, the location of material, and basic policies re library access and borrowing material.
* To be aware of the needs of users with disability and provide additional assistance where necessary.
* Respond appropriately and courteously to user queries and know when to refer to other library staff.
* Deal appropriately with visitors at Reception.
* Have a working knowledge of the Library Regulations.
 | * Friendly, helpful and knowledgeable.
* Informative.
* Able to show initiative.
* Familiarity with the Library Regulations the McClay Access Policy and, the Library’s Complaint Procedures.
 |
| **Post*** To handle incoming and outgoing post.
* Sort and distribute incoming post.
* Collect outgoing post at designated times.
* Take delivery of post
* Ensure post is ready for the QUB collection.
* Deal with deliveries.
 | * Timely and accurate handling.
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| **Portering*** To carry out general portering duties.
* Be prepared to move stock, furnishings and computer equipment within the Library and between buildings.
* Adhere to best practice re lifting health and safety practices.
 | * Timely and accurate handling.
* Use of the correct equipment for the job.
* In accordance with good practice re health and safety.
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| **Queen’s****Professional Standards**Our staff are Queen’s most valuable resource and, at any time, our most significant investment. Our ongoing success depends on the outstanding performance of all our staff and, as with our students, it is important that staff feel proud to work at Queen’s and are engaged with its goals and plans.Queen’s ‘Professional Standards’ are a set of 9 statements which articulate how the University expects all its staff to behave. These statements provide a clear description of the types of behaviours that underpin effective performance. They are applicable across all roles and focus on ‘How’ tasks are achieved and not ‘What’ is achieved.This reference guide can be used as a communication tool when discussing effective and less effective behaviour with others, providing staff with clear expectations about what is required to be successful in their jobs. | **Queen’s expects its staff to:-** |
| 58change | **Communicate with Clarity -** Ability to effectively communicate; both verbally and in writing. Demonstrate an understanding of the views of others and communicate in a realistic and practical way using appropriate language in a courteous and effective manner. |
|  | **Collaboratively Work with Others -** Work co-operatively and flexibly with others. Understand and be tolerant of differing needs and viewpoints. Foster a collegiate environment. |
|  | **Provide Excellent Customer Service -** Provide an excellent service to meet internal and external customer needs. Understand the needs of the customer and look for ways to provide added value.  |
|  | **Embrace Change -** Recognise the need for change and be forward looking. Be willing and able to make changes to the way you work. Adapt to changing circumstances. Accept new and different ideas and approaches. Be receptive to new ideas and see change as a necessity to maintain and enhance effectiveness. |
|  | **Work in a Planned and Managed Way -** Organise own time effectively. Create own work schedules, prioritise workload, prepare in advance and set realistic timescales. Monitor progress towards operational or strategic objectives. Ensure all activity and resources are used efficiently and effectively. |
| **Adopt an Analytical Approach to Problem Solving and Decision Making -** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce logical, practical and acceptable solutions.Be able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement. |
|  | **Continuously Seek Ways to Improve Performance -** Have an inner drive to do things better, to meet and exceed expectations despite obstacles, to strive for excellence. Ability to set and meet challenging goals, consistently seeking ways to improve performance.  |
| MC900434667[1]  | **Use Initiative and Think Creatively -** Think ahead, identify opportunities and take action where appropriate. Ability to develop new insights into situations and apply innovative solutions to make improvements.  |
| MP900427683[1] | **Encourage Inclusive Participation and Diversity -** Treat individuals with respect, encourage involvement, and challenge behaviours, actions and words that do not support the promotion of equality and diversity. |