Job Description – How to Guide

Job Title	**Name of the Role**
Salary:	RATE/RANGE
Hours of work:	example - 37.5 hours per week- 9am – 5pm (30 minute unpaid lunch break)
Work days:	Monday to Friday or pattern
Department:	Department Name
Work Location:	Work Location
Reporting to:	Line manager position name
Date of issue:	DATE CREATED

This section are the facts of the job, where it fits in the Company, time allocated and working pattern. Date of creation so you know you have the most current version

Job Purpose

Overview of the role

The reason that the job exists, it should be clear and concise. This should be no more than 3 sentences

Key Responsibilities

The main responsibilities are:

Key Result Areas

- Technical requirements of the role

Key results areas are the outputs, the so "what" of the job. What the role delivers to the company. These should be broad and inclusive and not restrictive as the role needs to have the ability to grow.

This section looks at the "how" the job is performed. It is the behavioural values that is expected. These will in the majority be the same for each role and only change with seniority.

Behavioural Values

- Appreciates the impact that decisions and actions have on the business
- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality
- Crucial front-line operational role as part of team that delivers high quality services to a range of clients
- Pro-active and responsive to requirements to patients and peers; a team player
- Fully understands internal and external customer expectations and requirements, and works to ensure these are exceeded and delight customers
- Works co-operatively and productively with others, to achieve results.
- Demonstrable knowledge and interest in Technical Area and the Company
- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to the Company
- Self motivated individual with strong customer focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to in-corporate the difference mediums of listening, verbal and written
- Uses original and creative thinking to make improvements or support the initiation of new approaches
- Works with honesty and integrity and maintains the reputation of the Company
- Does the right thing for the long term success of the Company

Personal Attributes

This is what you expect the person to have by ways of skills and knowledge before they apply. This must be relevant to the job and not breach any discrimination laws.

- Any qualifications needed with minimum of two years' experience within a similar position.
- Good understanding of Technical Area, ideally within a multi-sited environment/single site location

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- Demonstrate a consistent high standard of work and attention to detail
- Strong numerical skills
- Good working knowledge of specialist system used
- Advance Excel and Word skills
- Punctual and presentable
- Good team player
- Willing to learn
- Effective Communications with colleagues and Management team
- Calm temperament under pressured conditions
- Willingness to travel to client locations
- Customer Service focussed

This job description is intended to be an indication of the scope of the role. In addition to these function's employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder _____

Signed by Job Holder _____

Date _____

Do's

- ***Consider asking the current job holder to input into the creation of a job description.***
- ***Ask each job holder and their line manager to read, understand and sign a copy of the job description and place on employee file.***
- ***Include some wording to confirm that the job description is intended to outline the scope of the role and employees may be required to carry out other duties.***
- ***Regularly review job descriptions to make sure they remain up to date.***

Don'ts

- ***Use internal jargon and acronyms.***
- ***Use gender-specific language.***
- ***State or imply that you will discriminate against anyone e.g. using the phrase '10 years of sales experience required' could discriminate against younger people who haven't yet had the opportunity to gain such extensive experience.***