

"VICTORIA" THE APPROVER

BIO:

Victoria has worked in the meat trade for over 20 years.

She started as a Meat Health Inspector in 1998 and now manages 4 plants.

She is very ambitious and aspires to be an Area Manager within the next 3 years.

ROLE: Team Leader

AGE: 39

IT LITERACY: High

NATIVE LANGUAGE: English

GOAL

I want to ensure the timesheet data submitted by workers accurately reflects the actual activity undertaken.

This is required for accurate billing and payroll purposes and to manage SOR agreements.

USER NEEDS

- I need to ensure that all workers' timesheets are checked in accordance with the rota and SOR
- I need to ensure my workers are fulfilling their contractual obligations
- I need to identify instances where workers persistently work above or below the agreed SOR so that I can review the SOR with the FBO
- I need to ensure incorrect timesheets do not make it through to finance for payment



PAIN POINTS

- You cannot segment the list of plant staff awaiting timesheet review by permanent staff and contractors
- The data is spread across far too many screens - I'd like a single view for one worker. Too many clicks and scrolls!
- When I view breakdown, I see all activities for that worker including sites that aren't under my remit. While this is useful, I'd like to see only workers in my jurisdiction while reviewing timesheets