Date:13/04/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

Overview: *(what is the current operating context for the organisation/team?)*

Transport are starting to move off our tenant.

**2. NEXT MONTH**

**1. LAST MONTH**

*Achievements against last month’s goals. How did you go? What went well? What didn’t?*

* *IT was a wee bit quitter over easter which let you catch up on some tickets and had time some for*
* *Working well on NAXT tickets with Bradley, Sue and Maureen.*
* *730 starts are going good in that you are on time but doesn’t work well with after work stuff.*

*Challenges for the month ahead: business/operational, priorities, values/behaviours, main personal challenge.*

* *Some things are breaking due to Transport moving their stuff.*
* *A lot of personal appointments are coming up with Physio and such.*
* *Gearing up for the CRM project go live.*
* *Have a training course next week.*



IDP Review: *(and check back for shared understanding) Customers have been giving a good satisfaction score to you. Bought the PowerShell book and going on Desktop Admin course next week. Helping the team with CAT applications documentation.*

*Establish your agreed actions for box 2 – what will you keep doing, stop doing, start doing? What do you need to do in the next 48 hours to get started?*

* *Will go back to 7am starts and will make sure turning up on time.*

*From box 2, what is going well? What could hold you back? What are you missing? How is the pressure? What support might you need?*

* *You were starting 15mins late consistently but will be turning up on time if going back to 7am start.*
* *Going get training on CRM in the first wave.*
* *Pressure is level at the moment.*

**4. AGREED ACTIONS**

**3. CLARITY**