TIPS FOR DEVELOPING A JOB PROFILE

NATURE OF THE WORK:

This section should include information about to whom the position reports, complexity and amount of work/peak periods, other conditions eg shift work, workplace stressors, exposure to dangerous/hazardous situations etc. Please refer to examples in the notes below:

REPORTING RELATIONSHIP	– Reports to the Dean or Director, Faculty or Dept of Xxxx. – Reports to the Team Leader or Supervisor of Xxx – Reports to the Department Head, XXX
VOLUME	– Processes up to x,xxx yyy's per year – Provides services to x,xxx clients per year – Responds to xxx service calls per year
COMPLEXITY	(Amount of discretion in following procedures, number of variables involved in decision making, number of unique situations arising where unique resolutions are developed, degree to which decisions change the course of actions, systems or processes within the university environment) – Judgement and decision making follow outlined procedures and guidelines – Judgement requires discretionary decision making which impacts programs, services, and/or department operations etc – Judgement, decision making and implementation has impact and/or creates change on a university wide basis
LEVEL & TYPE OF WORK RELATED STRESSOR	– Peak periods in September and January are highly stressful because of high volume – Multiple simultaneous deadlines throughout the year e.g. financial year end, academic annual reports, and support staff merit, March 31st – Work is driven by constant deadlines – Work requires the management of competing interests with satisfactory outcomes for all involved, impact of decisions are within the department/Faculty or the University, and/or it's programs/services – Work requires possible exposure to dangerous materials and/or situations
OTHER WORKING CONDITIONS	– Works with constant interruptions i.e. reception desk – Works in a high traffic area with constant noise i.e. open area, by a hallway – Works outdoors for extended periods of time, under extreme weather conditions – Works in environment where there is ambiguity, continuous change and shifting priorities – Works in an environment of continuous change, may be change in the work itself and/or the work setting, equipment, tools etc. – Position requires extensive travel (regional, national, international) – Shift work requires weekend/evening hours or on call periods – High/moderate physical demands

PRIMARY PURPOSE OF THE POSITION

This section should define the overall reasons the position exists and its purpose, as well as outlining key roles and functions that are part of the position. Please refer to the following examples:

PURPOSE	– Manage the operations and staff of the xxxx. – Provide administrative support to the Dean/Dept. Head of XXX – Ensures a safe, secure campus environment – Maintains equipment and systems that support teaching and research
KEY ROLES	– Marketing and promotion of the xxxx programs and services. – Administration of dept. faculty promotions and selection processes – xxxxx equipment, system, building or operations maintenance – Directs the work of x staff members – Advising students in xxxxx discipline
AREAS OF FOCUS	– Responsible for the safe and proper use of equipment and materials in the xxxx lab – Continuous development and streamlining of administrative xxx processes and procedures. – Manage Faculty/Dept fund development – Responsible for HR/management issues such as staffing, grievances, discipline, terminations, learning & development, succession planning.

QUALIFICATIONS/ EXPERTISE

EDUCATION	– E.G. A GRADE 12 DIPLOMA – E.G. An undergraduate degree in a related field of study (i.e. xxxxxx) an asset. **Please note: specify a *minimum* level of education appropriate to the job and/or an equivalent amount of experience required**
TRAINING/LICENCES	– A xxxx certificate or licence is required, or successful completion of XXXX training program. – E.G. Up to date driver's licence or CPR certification required.
EXPERIENCE	– E.G. SIGNIFICANT EXPERIENCE WITH XXXX OR PROGRESSIVE LEVELS OF EXPERIENCE IN XXXXX **Please note: please avoid specifying xxxx years experience**
SYSTEMS/TECHNICAL KNOWLEDGE	– Knowledge of university core business systems (SIS, CICS, EPIQ, FRS, APEX, FTIN etc.) – Good working knowledge of Microsoft Office applications (Word, Excel, Access & Powerpoint) – Highly proficient in the understanding, application and use of the Unix operating system
OTHER KEY KNOWLEDGE OR ABILITIES	– Full understanding and working knowledge of the xxxx (Canadian, Alberta) regulations, codes, legislation that relate to the job – Ability to pass a standard physical fitness assessment for officers

ACCOUNTABILITIES

This section defines the key responsibilities of a position in terms of the expected results and outcomes. Most positions will have approximately 5-15 key accountabilities. Please number and organize these under broad headings (e.g. Budget, Maintenance, Communication/ Relationships etc.) if possible. (Note: If desired, you could also add a more detailed description of tasks and duties after key accountabilities)

SAMPLE ACCOUNTABILITY STATEMENTS ORGANIZED UNDER SAMPLE HEADINGS:

BUDGETS
1. Budget information is gathered, analyzed and compiled accurately within timelines
2. Budget allocations, revenues and expenditures are administered effectively for the Department of xxxx

PROJECT MANAGEMENT
3. Projects undertaken by the xxxx are managed effectively, on time, on budget aligned with the department's (unit's) overall objectives

MAINTENANCE
4. Technical systems are fully functional and available to users 24 hours a day
5. Assigned areas are cleaned according to specifications

CLIENT SERVICES
6. xxxx are aware of our programs and services
7. Clients are courteously provided with information and advice about our programs/services
8. Services meet the continuously changing needs of xxxx and the University

COMMUNICATION/RELATIONSHIPS
9. Good relationships are developed and maintained with staff in other campus units
10. xxxxx are informed of emergencies and new developments in a timely manner

TASKS & DUTIES (Optional)

This section defines in detail the daily tasks and duties associated with a role. These can encompass functions that may or may not be a core focus of the position. This section will be helpful in describing the work of task oriented positions.

SAMPLE TASKS AND DUTIES:
– Receive incoming shipment of materials
– Complete work orders
– Unload shipments of materials
– Sort mail on a daily basis
– Make deliveries to off campus site when necessary
– Inspect equipment weekly

CORE COMPETENCIES

There are 8 core competencies representing the key skills, knowledge, behaviours and capabilities important for staff at the University of Calgary: Communication, Innovativeness/Initiative, Teamwork, Leadership, Knowledge and Technical Skills, Personal Effectiveness, University Understanding, and Flexibility. The competencies are related to and derive from the human values of the University.

Adding competency information to the job profile complements the information in the Accountabilities and other previous sections. Competencies provide expectations about *how* the job is expected to be carried out.

Relative Weightings
All 8 competencies are essential for any position. Some competencies are more important than others

depending on the needs of the position. Assigning different Relative Weightings to the competencies helps focus staff efforts and development. In the job profile, select a Relative Weighting of either Core Importance or Critical Importance for each competency. Normally 3 to 4 competencies should have a Relative Weighting of Critical Importance.

Competency Descriptors
Further information about the 8 competencies and detailed descriptors can be accessed on the Human Resources website at www.ucalgary.ca/hr/learn/, through UCPL on the MyUofC Portal, or through contacting Human Resources. These descriptors can be useful tools in assessing development needs, establishing performance expectations, or for conducting self assessments and performance reviews.

<u>PROFILE APPROVAL</u>

Note: When Job Profiles are completed, they need to be approved by the supervisor/team leader.

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