**Framing Job Description Responsibilities.**

Job descriptions are essential for managing people in organizations and essential when recruiting to a role. A job description defines a person's role ensures accountability in the role.

When outlining Job Description Responsibilities is it best to focus on the outcomes required rather than the individual tasks necessary to achieve these outcomes. This gives the manager greater flexibility in deciding how services are delivered and allocating tasks. This also allows the post holder to take the initiative and adopt an innovative approach to their work.

**The Process**

Outcomes should be identified in advance of writing the Job Description and grouped in order of importance and similarity. The manager should write a long list of tasks, and then group them as outcomes, considering what they require the post holder to deliver or achieve. For example in an admin role filing, printing, collating, room booking and dealing with incoming and outgoing mail could be described as “providing a comprehensive administration service to “X” Dept”, ensuring all administrative requirements are delivered to a high standard” Similarly in a “Head of” role which delivers services in a Department with many sections or strands each section does not need to be identified, rather the outcome would be described as “ Ensuring delivery of continuously improving services across the “X” department”.

Once the level of the role has been determined in principal, responsibility should be described in a way that reflects the level of input and outcome required. Consideration should be given to the proposed hierarchy in the department, the level of decision making required, the level and nature of internal and external contacts and relationships, creativity, management responsibility, team structure and the management of resources.

Job descriptions should therefore not be a long list of tasks but have between 8 and 15 key responsibilities listed which describe what the post holder is expected to achieve, depending on seniority. The achievement may not be measureable e.g. a high level of administrative support, continuously improving delivery of services, first class services to students. The targets to reach these goals can be set at 1:2:1 and appraisal meetings.

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| **PO8/PO9 Head of Department** | |
| **Responsibility (these would be identified once tasks are listed and grouped.)** | **Example Descriptions (this list is not exhaustive or prescriptive and is meant as a general guideline.)** |
| Managing | Lead, manage and develop staff across the xyx function/department. |
| Communicating | E.g. Liaising/planning/maintaining relationships with internal stakeholders e.g. SMT, SLT, SLT, , external stakeholders e.g. awarding bodies, local business leaders, elected representatives. |
| Formulation of direction and strategy | Devise, design and implement departmental strategies, plans and targets |
| Planning and organizing | Organise and ensure delivery of departmental plans and targets. |
| Managing information | Ensure Departmental wide adherence to data management processes and protocols.  Ensure collation, storage and analysis of all relevant information and data in the department. |
| Monitoring and reporting | Provide detailed high level analysis of Departmental performance to e.g SLT, external stakeholders. |
| Evaluating and decision-making | To be responsible for ensuring service delivery is flexible, meets the needs of all stakeholders and is focussed on outcomes. |
| Financial budgeting and control | To ensure robust financial management and monitoring of income and spend and continuously identify savings and efficiencies department wide. |
| Creativity | To constantly monitor and improve service delivery through organisation of resources, process improvement and modernisation of working practices. |
| **Equality and Diversity**  Ealing, Hammersmith & West London College sees the promotion, embedding and effective implementation of the College Equality and Diversity Policy a fundamental responsibility shared and prioritised by all colleagues.  **Safeguarding**  Ealing, Hammersmith & West London College is committed to safeguarding and prioritising the welfare of children, young people and vulnerable adults and expects all staff to share this commitment and ensure it is demonstrated in their day to day jobs.  **Method of Working**  The College expects all members of staff to work effectively as part of a team, or teams, delivering high quality education and support to staff and students in pursuance of the College’s “Excellence through Learner First” strategy.  **Public Relations**  Considerable importance is attached to the public relations aspect of all work undertaken by Ealing, Hammersmith & West London College staff. It is a prime objective therefore, that all staff will at all times project to the public the image of the College as being keen to assist wherever possible, and committed to the highest standards of delivery and service. | |

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| **PO3-PO5 Team Manager in specialist area/ job with little management but high level of skill required e.g. ICT roles** | |
| **Responsibility (these would be identified once tasks are listed and grouped)** | **Example Descriptions (this list is not exhaustive or prescriptive and is meant as a general guideline.)** |
| Managing | Lead, manage and develop staff in the area of service delivery |
| Communicating | E.g. Liaising/planning/maintaining relationships with internal stakeholders e.g managers, external stakeholders e.g. suppliers, awarding bodies |
| Formulation of direction and strategy | Significantly contribute to the formulation of service area strategies, plans and targets, including reference to best practise , legislation and current professional trends. |
| Planning and organizing | Organise and ensure delivery of service area plans and targets. |
| Managing information | Ensure service area adherence to data management processes and protocols.  Ensure collation, storage and analysis of all relevant information and data in the service area. |
| Monitoring and reporting | Provide detailed analysis of service area performance to e.g. Head of Dept., SLT, MIS |
| Delivery | To deliver a high quality “xyz” service in the “abc” team including delivery of “d,e and f.” |
| Evaluating and decision-making | To be responsible for ensuring service delivery is flexible, meets the needs of all stakeholders and is focussed on outcomes.  Responsible for developing service in line with best practice and legislative requirements. |
| Financial budgeting and control | To contribute to the financial planning in the service area, in conjunction with Head of Dept. |
| Creativity | To constantly monitor and improve service delivery through organisation of resources, process improvement and modernisation of working practices. |
| Using equipment, systems, creating and developing (non-managers) | Developing and implementing software improvements across the organisation e.g. (name of software) |
| **Equality and Diversity**  Ealing, Hammersmith & West London College sees the promotion, embedding and effective implementation of the College Equality and Diversity Policy a fundamental responsibility shared and prioritised by all colleagues.  **Safeguarding**  Ealing, Hammersmith & West London College is committed to safeguarding and prioritising the welfare of children, young people and vulnerable adults and expects all staff to share this commitment and ensure it is demonstrated in their day to day jobs.  **Method of Working**  The College expects all members of staff to work effectively as part of a team, or teams, delivering high quality education and support to staff and students in pursuance of the College’s “Excellence through Learner First” strategy.  **Public Relations**  Considerable importance is attached to the public relations aspect of all work undertaken by Ealing, Hammersmith & West London College staff. It is a prime objective therefore, that all staff will at all times project to the public the image of the College as being keen to assist wherever possible, and committed to the highest standards of delivery and service. | |

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| **SO1 –PO1 Team Manager/Supervisor in non-specialist area** | |
| **Responsibility (these would be identified once tasks are listed and grouped)** | **Example Descriptions (this list is not exhaustive or prescriptive and is meant as a general guideline.)** |
| Managing | Manage and develop OR supervise the workload of staff in the area of service delivery (depending on level). |
| Communicating | E.g. Liaising and maintaining relationships with internal stakeholders e.g. managers, external stakeholders e.g. suppliers, awarding bodies |
| Formulation of direction and strategy | Be aware of , and input into, service area strategies, plans and targets |
| Planning and organizing | Organise and ensure delivery of service area plans and targets. |
| Delivery | To deliver a high quality “xyz” service in the “abc” team including delivery of “d,e and f.” |
| Managing information | Ensure service area adherence to data management processes and protocols.  Ensure collation, storage and analysis of all relevant information and data in the service area. |
| Monitoring and reporting | Provide detailed analysis of service area performance to e.g Head of Dept, SLT, MIS |
| Evaluating and decision-making | To be responsible for ensuring service delivery is flexible, meets the needs of all stakeholders and is focussed on outcomes. |
| Creativity | To constantly monitor and improve service delivery through organisation of resources, process improvement and modernisation of working practices. |
| Using equipment, systems, creating and developing services or systems (non- managers) | Developing and implementing software improvements across the organisation e.g (name of software) |
| **Equality and Diversity**  Ealing, Hammersmith & West London College sees the promotion, embedding and effective implementation of the College Equality and Diversity Policy a fundamental responsibility shared and prioritised by all colleagues.  **Safeguarding**  Ealing, Hammersmith & West London College is committed to safeguarding and prioritising the welfare of children, young people and vulnerable adults and expects all staff to share this commitment and ensure it is demonstrated in their day to day jobs.  **Method of Working**  The College expects all members of staff to work effectively as part of a team, or teams, delivering high quality education and support to staff and students in pursuance of the College’s “Excellence through Learner First” strategy.  **Public Relations**  Considerable importance is attached to the public relations aspect of all work undertaken by Ealing, Hammersmith & West London College staff. It is a prime objective therefore, that all staff will at all times project to the public the image of the College as being keen to assist wherever possible, and committed to the highest standards of delivery and service. | |

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| **Sc3-Sc6 Assistant - Officer** | |
| **Responsibility (these would be identified once tasks are listed and grouped)** | **Example Descriptions (this list is not exhaustive or prescriptive and is meant as a general guideline.)** |
| Communicating | Communicating with internal stakeholders e.g. team members, students, managers external stakeholders e.g. suppliers, awarding bodies |
| Planning and organizing | Organise and plan workload to ensure efficient delivery of service |
| Managing information | Contribute to service area adherence to data management processes and protocols.  Ensure collation, storage and maintenance of all relevant information and data in the service area. |
| Monitoring and reporting | Provide data to e.g. Head of Dept., SLT, MIS |
| Delivery | To contribute to the delivery of a high quality “xyz” service in the “abc” team including delivery of “d,e and f”. (this could include some specific tasks). |
| Evaluating and decision-making | To contribute to ensuring service delivery is flexible, meets the needs of all stakeholders and is focussed on outcomes. |
| Creativity | To be aware of service delivery targets and positively contribute ideas that lead to the improvement in services. |
| Using equipment, systems | To use College systems e.g. “xyz” to deliver services. |
| **Equality and Diversity**  Ealing, Hammersmith & West London College sees the promotion, embedding and effective implementation of the College Equality and Diversity Policy a fundamental responsibility shared and prioritised by all colleagues.  **Safeguarding**  Ealing, Hammersmith & West London College is committed to safeguarding and prioritising the welfare of children, young people and vulnerable adults and expects all staff to share this commitment and ensure it is demonstrated in their day to day jobs.  **Method of Working**  The College expects all members of staff to work effectively as part of a team, or teams, delivering high quality education and support to staff and students in pursuance of the College’s “Excellence through Learner First” strategy.  **Public Relations**  Considerable importance is attached to the public relations aspect of all work undertaken by Ealing, Hammersmith & West London College staff. It is a prime objective therefore, that all staff will at all times project to the public the image of the College as being keen to assist wherever possible, and committed to the highest standards of delivery and service. | |

**Framing Person Specification Criteria**

Person specifications describe the experience, skills, knowledge and approach that the ideal candidate should have during the recruitment process, or, if a person is currently in a role, the attributes and background the post holder should aspire to attain. It is unlikely that , when recruiting, all PS criteria will be met. Recruiting managers should decide in advance which criteria are essential and what can be achieved during the employees development.

When roles are evaluated the level of skills and experience required, as outlined in the person specification, contribute to the grade awarded.

Outlined below are examples of PS criteria by level and heading. Again these are not exhaustive or prescriptive and are meant as a general guideline.) :

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| **Criteria** | **PO8/PO9 Head of Department.** | **PO3-PO5 Manager in specialist area/ or officer with high level of skill required** | **SO1 –PO1 Team Manager/Supervisor in non-specialist area.** | **Sc3-Sc6 Assistant – Officer.** |
| Experience | Substantial successful experience of developing strategy, and delivering and planning services in a similar environment.  Experience of leading, managing and developing large groups of staff. | Substantial successful experience of delivering and planning services in a similar environment/discipline.  Experience of leading, managing and developing groups of staff.  Experience of organising the workload of a team and delivering outcomes in a similar environment. | Successful experience of delivering and planning services in a similar environment/discipline.  Experience of managing and developing staff.  Experience of organising the workload of a team | Experience of delivering a high level of administration in a fast paced environment.  OR  Experience of delivering a high level of administration support.  Experience of collating, inputting, storing and producing data  OR  Experience of collating and inputting data on a variety of systems |
| Education | Educated to Level 7 in a specialist area.  Evidence of continuous professional development. | Educated to Level 7 in a specialist area.  English and Maths at Level 3.  Evidence of continuous professional development. | Educated to Level 5.  English and Maths at Level 3.  Evidence of continuous professional development. | Level 2 or 3 standard of education.  Evidence of continuous professional development |
| Knowledge and Skills | The ability to successfully lead, manage and develop large groups of staff.  An in depth understanding of the needs of students in……..  The ability to deliver strategies services and improvements in the area of…..  Highly developed negotiating and influencing skills, with the ability to develop relationships with influential internal and external stakeholders | The ability to successfully lead, manage and develop groups of staff.  An understanding of the needs of students/customers in……..  The ability to deliver services and improvements in the area of…..  Highly developed influencing skills, with the ability to develop relationships with internal and external stakeholders | The ability to successfully manage and a group of staff.  The ability to ensure a high quality service to customers in….  The ability to deliver services in the area of…..  Highly developed influencing skills, with the ability to develop relationships with internal and external stakeholders | Strong general IT skills using applications such as: Word, and Excel.  A willingness to undertake training in the use of College software such as Promonitor / ProSolution.  Knowledge of data protection regulations and confidentiality surrounding student information held by the College.  Ability to demonstrate excellent communication and interpersonal skills.  Excellent general organisational and administrative skills delivered to an accurate and high standard. |
| Approach | A knowledge of and commitment to Safeguarding vulnerable students, ensuring staff are engaged and share that commitment.  The ability to take responsibility, display initiative and innovation and deliver improvements to the service.  Demonstrate the ability to lead large groups of staff, inspiring them to adopt an innovative and outcome focussed approach. | A knowledge of and commitment to Safeguarding including practices and referral procedures, ensuring staff are engaged and share that commitment. .  The ability to take responsibility, display initiative and innovation and deliver improvements to the service.  Demonstrate the ability to lead a team, inspiring them to adopt an innovative and outcome focussed approach. | A knowledge of and commitment to Safeguarding including practices and referral procedures, ensuring staff are engaged and share that commitment..  The ability to take responsibility, display initiative and innovation and deliver improvements to the service.  Demonstrate the ability to lead a team, with staff, students / parents with a calm and positive ‘can-do’ pro-active attitude. | A knowledge of and commitment to Safeguarding including practices and referral procedures.  Demonstrable ability to act with integrity and initiative in carrying out all duties required.  The ability to take responsibility, and display initiative and innovation.  Demonstrate the ability to work well in a team, with staff, students / parents with a calm and positive ‘can-do’ pro-active attitude. |