



Annual Individual Review **CRITERIA**

Check that you have the correct insert for Performance Review Criteria, from the following four:

- ☒ **Support Services**
- ☐ Lecturing
- ☐ Programme Leader
- ☐ College Managers
- ☐ Evening Class Lecturers

Support Services
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Service Support Criteria - For all Support Staff

Criteria	Issues to consider
Communication	<p>Competent support staff can:</p> <ul style="list-style-type: none"> • express themselves effectively and articulately on the telephone and in face-to-face meetings with individuals and groups of people • write in different formats and build a rapport with their audience • express thoughts on paper that are clear and coherent • deal with colleagues, managers and students and other customers effectively • exercise influence and persuasion appropriately and effectively as the occasion demands it
Customer Service	<p>Competent support staff can:</p> <ul style="list-style-type: none"> • deal with customers in line with serviced targets/ standards • deal with customers promptly, courteously and helpfully. Ensure customers' needs are established and met? • deal with complaints quickly, effectively and with a positive outcome for the customer • take responsibility with customers' queries and problems. Offer solutions and answers within timescales • analyse complaints and compliments • ensure feedback is collected systematically and evaluated • regularly evaluate and review services that require improvement

Criteria	Issues to consider
Meeting Professional Requirements (including commitment, flexibility, teamwork, initiative)	<p>Competent support staff can:</p> <ul style="list-style-type: none"> • ensure that tasks are completed within specified timescales • work flexibly to meet College requirements • be relied upon to get things done, correctly, without having to be checked up on (dependability) • regard themselves as part of a team with common objectives • add value to the team(s) they work in and support other members of the team • be aware of their team roles and contribution and appreciate those of others • anticipate events and act accordingly • be self-starters and act without explicit instructions and seek out new work when tasks are completed, if appropriate • offer unprompted suggestions for improvements and change in working practices • show awareness of the policy to promote equality and diversity and be willing to put it into practice
Reflecting upon and evaluating one's own performance and planning future practice	<p>Competent support staff can:</p> <ul style="list-style-type: none"> • demonstrate a generic knowledge of the organisation's aims and objectives • demonstrate methods of evaluating their own experience against the requirements of the job • demonstrate and awareness of likely future developments within the organisation and their implications, as appropriate • demonstrate an awareness of appropriate sources of professional support

Criteria	Issues to consider
Build and maintain future working relationships (including management skills as appropriate)	<p>Competent support staff can:</p> <ul style="list-style-type: none"> • contribute to marketing and publicity events as appropriate • provide information when requested • participate actively in networks • consult regularly with all relevant people in a way that encourages open, frank discussion • inform those concerned about team plans, where appropriate • treat all individuals with respect • take prompt action to resolve conflicts and disagreements between individuals, taking into account the need for confidentiality, where appropriate • adhere to College procedures
Knowledge and skills of the specific area of service	<p>Competent support staff can:</p> <ul style="list-style-type: none"> • achieve the targets set and overcome most obstacles to his/her success • manage their time effectively and are organised • manage the resources under their control, and available to them, sensibly and economically • make appropriate and timely decisions • follow College processes and procedures • actively work to use the QA systems to improve the effectiveness and efficiency of the College

Check that you have the correct insert for Performance Review Criteria, from the following five:

- ☒ **Support Services**
- ☐ Lecturers
- ☐ Programme Leader
- ☐ College Managers
- ☐ Evening Class Lecturers