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| **Performance Review Form** | | | |
| Name |  | Job Title |  |
| Reviewer |  | Date of Review |  |
| Last Review Date |  | Next Review Date |  |

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| **Performance Review (Previous Review Period)** | | | |
| Agreed SMART Objectives | | Level | Comments |
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| **Key Duties and Responsibilities (based on Job Description)** | | | | | | |
| Description | | A | B | C | D | E |
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| **Performance Level Key:** |
| A = Excellent / B = Good / C = Satisfactory / D = Improvement Required / E = Cause for Concern |

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| **Key Knowledge, Skills, Experience and Attributes (based on Person Specification)** | | | | | | |
| Description | | A | B | C | D | E |
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| **General Performance Indicators** | | | | | | |
| Description | | A | B | C | D | E |
|  | Quality and accuracy of work |  |  |  |  |  |
|  | Attitude |  |  |  |  |  |
|  | Efficiency |  |  |  |  |  |
|  | Initiative |  |  |  |  |  |
|  | Attendance |  |  |  |  |  |
|  | Reliability |  |  |  |  |  |
|  | Punctuality |  |  |  |  |  |
|  | Adaptability |  |  |  |  |  |
|  | Cooperation |  |  |  |  |  |
|  | Telephone manner |  |  |  |  |  |
|  | Good command of the English language both orally and in writing |  |  |  |  |  |
|  | Acceptance of responsibility |  |  |  |  |  |
|  | Ability to interact effectively with colleagues and customers |  |  |  |  |  |
|  | Ability to work effectively independently |  |  |  |  |  |
|  | Ability to work effectively in a team |  |  |  |  |  |
|  | Ability to meet tight deadlines |  |  |  |  |  |
|  | Committed to achieving and delivering excellence and success |  |  |  |  |  |
|  | Conscientious and able to see work through to its conclusion |  |  |  |  |  |
|  | Able and willing to work hard |  |  |  |  |  |
|  | Demonstrates an eye for detail |  |  |  |  |  |
|  | Compliance with instructions |  |  |  |  |  |
|  | Committed to self development |  |  |  |  |  |
|  | Leadership skills |  |  |  |  |  |
|  | Strategic impact |  |  |  |  |  |

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| **Notes of Review Meeting** |
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| **Continuous Professional Development (CPD) Needs Met / Not Met** |
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| **Strengths** | **Limitations** |
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| **Performance Summary** | | |
| A = Excellent / B = Good / C = Satisfactory / D = Improvement Required / E = Cause for Concern | | |
| Area | Level | Comments / Action Points |
| SMART Objectives |  |  |
| General Performance |  |  |
| Key knowledge skills and experience |  |  |
| Key duties and responsibilities |  |  |

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| **Action Points** |
| If performance is assessed to be at ‘E’ (Cause for Concern) in any area in the Performance Summary the case should be referred to a Director / Human Resources so that a formal capability management process may be considered.  If performance is assessed to be at ‘D’ (Improvement Required) in any area then SMART Objective/s must be agreed and reviewed at the next Performance Review Meeting to deal with this. Consideration should also be given to any reasonable training, support or development needs the Employee may have.  If performance in any area is assessed to be at ‘D’ (Improvement Required) in two consecutive Performance Review meetings then this must be carried forward as ‘E’ (Cause for Concern) in the Performance Summary section and a referral made to a Director / Human Resources. |

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| **Performance Objectives (Next Review Period)** | | | |
| Agreed SMART Objectives | | Date for completion | Possible barriers to achievement |
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| Employee’s Signature |  | Date |  |
| Reviewers Signature |  | Date |  |