COMMENCING THE ANNUAL STATEMENT OF EXPECTATIONS DISCUSSION

Supervisor and employee work together to develop the Statement of Expectations (SoE). An expectation is the agreed work output that the employee is aiming to achieve in the SoE period.

These discussions are to be summarised using Part A of the Statement of Expectations form.

REVIEW OF ROLE AND RESPONSIBILITIES

When establishing each year’s SoE, the staff member and the supervisor shall ensure there is a clear understanding of present roles and responsibilities of the position and that the current position description adequately outlines these. Where necessary the position description will be reviewed and updated.

IDENTIFYING AND SETTING STANDARDS AND PERFORMANCE EXPECTATIONS

The supervisor will meet with each staff member to discuss and identify expectations and development goals for the coming year that reflect:

- Their key accountabilities and goals (expectations) for the review period. These would normally be drawn from the area’s annual operational work plan
- Key skills and attributes necessary for staff to achieve success in their position and, where appropriate, future career progression
- Specific expectations for all staff with a supervisory and/or resource management role
- Identified career and development actions to assist the staff member achieve personal excellence, maximise their contribution to the University and, where possible achieve career aspirations.

From 2014, the F&S Core Values will be included as a mandatory expectation all staff SoEs. Please refer to the F&S Core Values Guide – SoE 2014 which provides an overview of the expectation and details specific examples to assist both employees and managers to assess outcomes during the SoE process throughout the year.

DEVELOPING MEASURABLE PERFORMANCE STANDARDS

Decide how to measure the employee’s success and achievements against the performance expectations. Some work is more easily measured than others. For each expectation think about how the employee’s performance could be evaluated. How would it known that the employee has succeeded or done a good job?

A standard should be:

Specific and Objective
- Describe clearly the observable behaviour, action or outcome
- Consider exactly what the employee is expected to do and achieve

Consistent
- Applied consistently across employees of the same level or similar positions
- Reflect the level of the position - as the position level increases so should the difficulty of tasks,
  Level of responsibility and judgement required
- Higher levels should also show a commitment to continuous improvement

Attainable and Realistic
- Be achievable within the proposed timeframe
- Allow for an employee to exceed
- Be able to be met by the employee, possibly with some development and training

Observable
- Realistically observed and monitored to determine if the performance expectation has been met
- Based on quality, quantity, timeliness, and/or cost-effectiveness

TYPES OF PERFORMANCE MEASURES

Qualitative:
- Is quality important?
  - Standard refers to accuracy, appearance, or usefulness

Quantitative:
- Is quantity important?
  - Standard is expressed in terms of numbers, percentages, frequencies

Timeliness:
- Must the task be completed by a certain time or date?
  - Standard refers to completion times and is expressed as how quickly, when or by what date
  - Refer to your work unit Service Charter

Cost-Effectiveness:
- Are there budget/resource constraints?
  - Standard refers to $/time savings or budget/costs
Ongoing Feedback

The most important part of the Statement of Expectations process is the ongoing discussion between employee and supervisor. By having regular formal and informal feedback there should be ‘no surprises’ in relation to work expectations or performance.

For More Help
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