



**Business & Computing Examinations (BCE)**  
**3<sup>rd</sup> Floor, 207 Regent Street**  
**LONDON W1B 3HH**  
Website: [www.bcexam.com](http://www.bcexam.com) Email: [info@bcexam.com](mailto:info@bcexam.com)  
Tel: 44 207 993 4469

### Performance Management: Performance Review

**Background:** Staff pay reward will be determined by whether performance is categorised as

- More than effective
- Effective
- Less than effective

**Procedure:**

Staff will provide evidence under ‘Staff evidence’ in the template below. The Line Manager will then add his/her views. This information will then be passed on to the CEO.

In terms of Line Manager’s performance review, this is undertaken by the CEO.

In terms of CEO’s performance review, this is undertaken by the Board of Advisors.

### Staff Personal Details

<b>Name:</b>			
<b>Functional Unit:</b>		<b>Line Manager:</b>	
<b>Position:</b>		<b>Effective date for this position:</b>	
<b>Date employed:</b>		<b>Last review date:</b>	

<b>Core Criteria</b>	<b>Staff evidence</b>	<b>Line Manager</b>
<p><b>(1)Your effectiveness in delivering the key responsibilities in your job description?</b></p> <p><i>Have you successfully met the key responsibilities stated in your job description.</i></p>		
<p><b>2) Highlight where certain responsibilities have not been met and why?</b></p> <p><i>Please explain why certain responsibilities have not been met and what the constraints were?</i></p>		
<p><b>3) Your demonstration of effective levels of performance</b></p> <p><i>To achieve more than desired or intended results, you will need to demonstrate sustained levels of excellence in your role over time.</i></p> <p><i>Examples:</i></p> <p><i>You significantly improve the quality of existing processes, policies and procedures.</i></p> <p><i>You demonstrate excellent levels of customer service over time. (Are you highly committed to supporting the needs of your role even where those needs are complex, outside of your JD, or at an inconvenient time?)</i></p>		

<p><i>You are proactive and develop new and innovative solutions to problems.</i></p> <p><i>You contribute, quantifiably to the growth of this organisation.</i></p> <p><i>You demonstrate high levels of commitment to achieving a particular goal.</i></p> <p><i>You deliver reports, presentations, projects and requirements to an excellent level of quality.</i></p> <p><i>You demonstrate strong leadership in driving forward the work of this organisation.</i></p>		
<p><b><i>(4) Your Customer service levels</i></b></p> <p><i>While this is covered by earlier criteria I want you to make a specific judgement on the levels of customer service you provide to customers, Centres and other external contacts.</i></p> <p><i>(Think about how you communicate to customers and how willing you are to really support their needs)</i></p>		
<p><b><i>(5) Your effectiveness within a team</i></b></p> <p><i>Provide specific examples of where and how you have effectively worked as a team.</i></p>		

<p><b><i>(6) Your demonstration of strong professional integrity</i></b></p> <p><i>(Please make an honest judgement about how you communicate to colleagues, how you present yourself at work, the values of your work, treating colleagues, how supportive you are to colleagues and also your attendance and punctuality).</i></p>		
<p><b><i>(7) Your performance as a Line Manager (if applicable)</i></b></p> <p><i>If you have line management responsibilities can you demonstrate clearly that you have effectively supported and developed your staff within the agreed timeframe?</i></p>		
<p><b><i>(8) Your effectiveness and competency in using IT systems</i></b></p> <p><i>Your effectiveness in utilising core computer systems such Excel, Word, Access and Email in delivering against your responsibilities. You take responsibility for ensuring you have the necessary training to use these systems and you input data accurately and efficiently where required.</i></p>		

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Staff Signature

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Date

.....  
Line manager

.....  
Date