

## HOW TO GUIDE ON WRITING A JOB DESCRIPTION

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### **Define Role Title**

- Ideally no longer than 25 characters

### **Define who the role reports to**

- Should state the role of management, not their name

### **Define Department**

- Include what department they will be working within

### **Define Line Management Responsibility**

- (Number of Direct Reports) The number of people that directly report to the role holder, incl. staff & ASWs (Agency Supplied Workers)

### **Define the Role Purpose ('About the Role') - only in a couple of sentences**

- Why does the role exist?
- What is the role intended to achieve?
- What contribution does the role deliver for Table Place Chairs?

### **Describe Key Accountabilities (List the consistent day-to-day/weekly duties)**

- What is to be achieved? (Not how)
- What the role does?
- Use Action Words, e.g., Manage / Lead / Coordinate / Support

### **Key Performance Indicators (KPIs)**

These should capture your plan for the role, what you would like for them to achieve and by when – these need to be quantifiable to allow you to measure if the employee is on track to meeting goals/objectives.

#### **Business/Financial:**

e.g. Regional budget and net profit targets met

Accurate reporting of regional performance

EBITDA

#### **Client/Stakeholder:**

e.g., Obtaining a certain number of New leads/clients

Client retention rate

Engagement rate

**People/Team:**

- e.g. Resourcing, training, and engagement plans implemented
- Effective performance management within team
- Ensure team goals are aligned with the business mission

**Operational Excellence:**

- e.g. Measure Employee Turnover Rates
- Return on Investment
- Development of processes & procedures

**Budget Responsibility**

- Only to be added if there is direct budget responsibility and ownership, otherwise add 'None' in this field

**Qualifications/Experience**

- Capture minimum required (essential vs desirable)
  - Desirable but not essential for the role can be added
- Include: Relevant skills, experience, knowledge, technical competencies
  - DO NOT INCLUDE: Years of experience required (e.g., use 'extensive experience in (?), rather than 5 years' experience in (?)

**Additional Information**

- Capture additional information that does not necessarily form part of their day-to-day duties e.g., if shift working is required, PPE (Personal Protective Equipment), travel requirements etc.

**Assign Percentages**

Technical/Professional % | Project Management % | People Management %

This should be a split (out of 100%) as to what the role would involve, to demonstrate the level of involvement they would have in their general day-to-day:

e.g., a Key Account Manager might be 80% Technical/Professional, mainly dealing with sales/customer enquiries, 20% Project Management, looking after ad-hoc projects towards process improvements, and 0% People Management, having no direct management responsibilities.

**Our Values at Table Place Chairs**

This is part of the general job description template and should not be amended