



2nd August 2011

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Hi Kathy!

## *The J D F - A Critical Management Tool*



It's surprising how many Small Businesses don't bother with (or never heard of!) a JDF (Job Description Form) and yet they are critical tools for managing staff and form a foundation component of any Performance Appraisal process.

Alternatively we encounter businesses that do have JDF's but they have never been reviewed and have really lost relevance in relation to the actual responsibilities and duties required by or performed by a position.

A JDF is all about position not person and details who that position reports to, the 'Scope' of the position (generally a paragraph of 4 or 5 sentences for example that details 'what' the position is about) and then a list of 'Key Responsibilities' and typical duties associated with fulfilling these responsibilities.

A JDF should always include 'other duties as required' as no one JDF will capture all of the typical outputs that a single position will perform the course of the day or the week.

Too often a JDF is created by a Manager or Employer with no genuine input from the person actually doing the job. Our recommendation would be that, whilst it is a fundamental

responsibility of management to establish a 'baseline' JDF, the input of the position holder is critical to ensuring its relevance within your workplace.

In general terms it is reasonable to assume that the person fulfilling the duties of a given position will have much more intimate knowledge of the mechanics of that position than either the Employer or of Management.

A well written JDF is also the source of sound 'Key Performance Indicators' and other performance measures. So without a relevant JDF it is an almost impossible job to establish clear performance guidelines and expectations. Too often we get clients calling us who say 'I'm having a real issue with so and so - they just aren't performing 'satisfactorily' - now there's a word that causes issue totally disproportionate to the intrinsic meaning of the word!!! What does 'satisfactory' mean within the context of your workplace and the position anyway?

Without a JDF you'll be struggling to articulate this clearly and to performance manage staff who aren't coming up to the mark.

So, take the opportunity in the new financial year to either review your JDF's with staff input or take the time to formulate a clear JDF with the input of existing staff within the role or roles required.

A good JDF is part of our 'Best Practice Model' and it should be a critical part of your workplace too.

In the coming days you will be receiving a 'sample JDF' via snail mail to get you started. This form has been supplied by Karina from Wexford Recruitment Solutions.

Best Regards

The Workwise Team

## **Map Where you are at on our 'Best Practice Model'.**

**By now you should have received information about the first three stages of the model.**

### **1. Time and Wages Compliance Audits**

Are you confident that your payroll practices are compliant and in line with the applicable Modern or State Awards??

### **2. Employment Documentation**

Do you have a clearly written and compliant employment agreement which stipulates your employment arrangements and provides you with protections in relation to confidentiality and restraint of trade - to name but two areas.

### **3. Policy and Procedures**

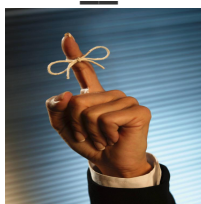
From a risk management perspective we encourage you to take a pro-active step and reassure yourself that there are no non compliant or discriminatory practices within your business.

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Time is running out -have you renewed your membership???

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Have you forgotten to advise us of any changes - please let us know by emailing [clientliaison@workwiseby.com.au](mailto:clientliaison@workwiseby.com.au) so that we can update our records.

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## Seminars

Bunbury

### Due to Popular Demand - 3rd seminar

Topic : The Model 'Work Health & Safety Act' (WHS)

Where: Small Business Centre

177 Spencer Street Bunbury

When: Wednesday 31st August 2011 - 6pm start

Please call The Small Business Centre on 9791 2666 for further details

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