



CRA BULLETIN

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WHY DO WE NEED JOB DESCRIPTIONS ?

Job descriptions are an integral part of your business. They are a means of defining each person's role, can be used as a basis to plan and review performance, review the organisations structure and determine training needs.

For your employee the job description offers a statement of what is expected, it shows others where the employee fits, provides clarity for the employee and they are also a requirement in an employment agreement.

So how much information should they contain and why are they necessary? A good job description should provide clear role boundaries and role expectations.

It ensures that the people you employ are aligned with your goals, vision and mission and it assists to cover your legal requirement to provide a description of the work to be performed by the employee.

The job description also helps potential employees understand what you are looking for in terms of the duties to be performed and the skill set required in a role.

It also helps you in the selection process matching your requirements with the candidate's skills, experience and knowledge.

Job descriptions provide the basis for performance review conversations, and also performance management when an employee isn't meeting your expectations.

They can be used for the basis of compensation discussions and are particularly useful in salary discussions when you can benchmark roles against others internally and externally.

Information which should be included in a job description typically would be the following:

- The job title
- Who the role is responsible to
- The functional relationships
- The objective of the role
- Key accountabilities and expected outcomes
- The level of education or training required
- The experience and knowledge required to perform the role

You don't want your job descriptions to be the size of a book that outlines every single task that is expected of the employee. As a general rule of thumb we would suggest job descriptions be one page and certainly no longer than three pages.

They should be flexible enough in content to allow a person to grow in terms of skills and experience but structured enough to ensure your employee is very clear about the expectations of the role.

With a New Year just starting it is a good time to take a look at the job descriptions in your business to determine if they are aligned with your strategic direction, reflect the role expectations and clearly outline your expectations.