



Annual Performance Review: For ETG, Clerical and other non-management grades

Reviewing Managers should study the attached guidance notes.

NAME: Mettle Mr
FORENAMES: Leonard Nii-Boye
EMPLOYEE ID: JA237520A*
OUC: BFCW39 POST ID: BFCW39/019
GRADE: CAHLD
LOCATION: Bunhill Row
PERIOD END: 31/01/94 PS ZONE CODE: HOH

1. Job Details

Purpose of Job — ZONAL RECEIPTING, THE EFFECTIVE/EFFICIENT PROCESSING/ACCOUNTING OF CUSTOMERS PAYMENTS
Description of Duties/Technical Skills — C.S.S. UNDERSTANDING/INTERPRETATION, OCR PROCESSING MACHINE OPERATION/KNOWLEDGE, KEYBOARD SKILLS, BT INTERNAL GROUPS KNOWLEDGE
Targets and Extent to which Targets are achieved — 24 HR TURNOVER INPUT/CLEARANCE OF CUSTOMERS PAYMENTS

2. Performance Review

Please indicate the individual's level of performance against each competence on the 1-6 scales and provide evidence of each rating in the space provided. Continue on an additional sheet if necessary.

Rating Scale			
1. Outstanding:	consistently exceeds requirements	4. Generally Satisfactory:	meets most requirements, development needed in some areas
2. Very Good:	exceeds requirements in key areas with some notable achievement beyond the normal expectations of the job	5. Needs Improvement:	improvement required in key areas to meet requirements of the job
3. Good:	fully and consistently meets requirements	6. Unsatisfactory:	not performing to an acceptable standard

Core competences

2A. Problem Solving

Is able to generate practical solutions to the problems associated with the job.

1	2	3	4	5	6
			✓		

Lenny is able to deal with some problems that occur in his day to day work, but needs to seek guidance in certain circumstances as he does not always notice the obvious or look for the easy solution to a problem.

2B. Planning & Organising

Organises own work, works ahead and ensures that the important tasks are completed first.

1	2	3	4	5	6
		✓			

Lenny plans his work in an organised way, dealing with matters in an order of importance/urgent priority fashion.

2C. Numeracy and Data Handling

Is able to work accurately with figures and keep the appropriate records.

1 2 3 4 5 6

			✓		
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Lenny has a good understanding of basic figure work and is able to check data information in respect of his work

2D. Communications Skills

Gets the point across to colleagues and/or customers.

1 2 3 4 5 6

				✓	
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Lenny communicates in a quiet way and sometimes misinterprets or does not fully understand all the points of a matter/situation, he has to listen more actively and sometimes question/verify information to enhance his skills

2E. Commercial Approach

Demonstrates an approach which supports BT's commercial goals.

1 2 3 4 5 6

				✓	
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Lenny understands his own role and some of the groups role within the overall structure of the company, however I believe that he requires more understanding of the commercial environment, regulation and organisational set up within BT, but he does try hard to support BT's commercial goals.

2F. Team Member Skills

Works to help the team succeed.

1 2 3 4 5 6

		✓			
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Lenny plays his part in helping the team to succeed by being willing and regular at the required, important times.

2G. Customer Focus

Recognises and meets customer needs.

1 2 3 4 5 6

				✓	
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Lenny is polite and courteous when involved in customer contact work, recognising their needs, he is not afraid to take on responsibility for dealing with problems, however I feel that he requires more awareness regarding the anticipation of potential problems before they reach the customer

Output measures**2H. Quantity of Output**

Completes the amount of work required for the job.

1 2 3 4 5 6

		✓			
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Lenny produces a steady flow of work being consistent in his approach to the type of work that he carries out, however a different approach may enhance his flair.

2I. Quality of Output

Is technically competent to complete the quality of work required for the job and get things right first time.

1 2 3 4 5 6

			✓		
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Lenny on occasions lacks total awareness when dealing with payment queries, he has been encouraged to approach the Commo's and myself for guidance, which will help him to get answers right first time.

Potential contribution to the business

2J. Self-Management

1 2 3 4 5 6

Is self-motivated, and completes tasks independently.

Rating scale with a checkmark in the 4th box.

Although Lenny demonstrates self motivation and enthusiasm in his everyday work regarding attendance and workflow it is all at his pace, he has to realise the greater demands required within the business to-day to enable him to progress in the future.

Lenny works effectively without the need for close supervision although he has to recognise that his Commercial Officer is there to advise him on better ways of carrying out tasks/improvements in certain work areas

2K. Decision-Making

1 2 3 4 5 6

Takes responsibility for making quality decisions.

Rating scale with a checkmark in the 4th box.

Lenny is able to take decisions and will consider all the facts known to him before giving the final answer, however he may not always be aware of the whole case and therefore requires more coaching/advice on how to achieve this, he may not always realise that the decision should favour the customer rather than internal requirements.

2L. Team Leader Skills

1 2 3 4 5 6

Inspires respect and confidence in their team and supports them in achieving goals & targets.

Rating scale.

N/A

2M. Flexibility

1 2 3 4 5 6

Adapts to change quickly and willingly and is prepared to pick up new skills and responsibilities.

Rating scale with a checkmark in the 3rd box.

Lenny has a flexible approach towards his work situation, shown in his adaptability towards his move from Bunhill Row to Delta Point and on odd occasions before the official move, time spent working in Delta helping the Receipting group in times of staff shortage. He is more than willing to learn new skills and given the time that he needs to adapt to it, will settle down to new work well.

2N. Continuous Improvement

1 2 3 4 5 6

Can generate new ideas and continuous improvements.

Rating scale with a checkmark in the 4th box.

Lenny may well have the ability to generate new ideas in such a way to improve his work, but at this stage I am not aware of him putting ideas forward. It is probable that he needs prompting and coaching on the matter. He should voice his opinion with deep thought in the future, this will enable him to learn from suggestions made.

3. Summary of Current Job Performance

Please tick the correct box, to summarise current job performance according to the rating scale shown in part 2 of the APR. Refer to guidance notes on how to match individual competence scores to the overall summary of performance.

Lenny has carried out a good years work, being willing, flexible and reliable both at Bunhill Row and Delta Point.

1	2	3	4	5	6
			✓		

He works at a steady pace trying hard to satisfy the customer, also playing his part in the allround efforts of the group to meet the targets set.

Lenny now has to build on his performance by looking for leads and obvious answers to queries (Remittance Codes) rather than perhaps telephoning the customer. This action should enhance his knowledge and encourage him to use the systems available to greater effect.

4. Potential Contribution to the Business

Please give an indication below of the types of role the person could fill in the future. This to include suitability for work at a higher grade/promotion and different work on the same grade. Lenny can be relied upon to give his all to any task/situation asked of him, however he must be given time to gain knowledge and adjust to a change in a situation to prove his effectiveness. Lenny in my opinion would be better suited to back office work, where he can take his time to assess situations and make decisions. He needs to enhance his awareness and knowledge of higher level attributes before progressing to the grade.

5. Additional Information

Attendance and any other issues affecting overall performance. Please mention who has been consulted for the APR.

Comments At the commencement of Sovereign, Mark Baldwin and I managed London Receipting (7 sites) together on a basis that we knew of everyone by name and character, some obviously more than others. We have therefore spoken many times about everyone in the unit with regard to performance and issues. Before writing this appraisal Mark and I spoke at length about Lenny's performance report.

• Signature of Manager

• Date 21.5.94

• Name of Manager (Please print)

M. MOLLOY

• Grade MP6 2

• Length of time Manager has supervised the individual

6 Mths.

• Phone Number 081 666 1283

• Additional Comments

• Signature of Countersigning Manager

• Date 31.5.94