

DELAT

Example Objectives - Professional Leader

KRA: Role-Specific Projects or Activities

- Promote and implement University policies and procedures in relation to occupational health and safety, and ensure there is adequate accountability for the implementation of all aspects of hazard management, design of work, training, workplace inspection and reporting within the division, according to University timeframes.
- Facilitate informational training sessions on how to use the University's internal online tools for new employees who request training. Achieve a 90% satisfaction rate from employee training feedback surveys over the course of the evaluation period.
- Revise the division's X Instructions and/or guidance so that associated policies, processes, roles, and responsibilities are up-to-date, thorough, and clear, as determined by supervisor review, within set timeframes.
- Process and approve/decline all travel requests for the X office. Deliver 90% of approval notices within 10 business days of receipt.

KRA: Service

- Achieve and maintain an average customer service rating of at least 4.0 (out of a possible 5.0) on annual survey by December YY(Planning year).
- Create the unit's YY(Planning year) strategic plan, discuss with the division and obtain final approval from executive leadership by June YY(Planning year).
- For the work unit's X Improvement project, develop a set of recommendations for improvement strategies based on relevant research and work unit feedback. By the end of the first quarter, provide a written report to all relevant stakeholders which includes a set of realistic recommendations (in terms of time and money required for implementation), as determined by the communication project goals.
- By 30 June YY(Planning year), deliver three briefings to key stakeholders regarding the new security initiative within the University, and write a detailed report on the feedback received.
- For each project received during the year, solicit at least one individual from outside of your work unit to provide input at the planning stage. Incorporate the individual's input into your final report.
- Draft policy guidance for X topic and coordinate this draft through the appropriate channels to obtain concurrence from all relevant parties. Submit completed policy guidance for final signature by the appropriate signature authority by 30 June YY(Planning year).

KRA: Change

- By the end of YY(Planning year), present two acquisition plans to supervisor for new computer systems based on a thorough analysis of customer needs, capabilities, and cost/benefits.
- By the end of the October YY(Planning year), evaluate the computer security system training, assessing the extent to which the training is easy to use and if it covers the learning objectives sufficiently.
- Develop and recommend one feasible alternative process or long-term solution to recurring X problem by the end of September YY(Planning year). Draft a report with at least two thoroughly detailed and realistic options for changes to the strategy that may mitigate the current problem. The recommendations must meet relevant laws and regulations.

KRA: Professional Activity

- Distribute agenda papers to Chairperson and committee members 5 working days before the date of the committee meetings, and submit a draft of the minutes to the Chairperson within three days of the meeting having taken place.
- More effectively manage the email service into the X Office by ensuring a 75% reduction in student telephone enquiries received about the email they have sent; a clear roster for managing emails on a daily basis established by 1 June YY(Planning year).
- Implement new regulations in the safe storage of chemicals by June YY(Planning year), and ensure all staff handling chemicals are trained in the new procedures by the implementation date.
- All staff using safe chemical storage procedures to be monitored via monthly on spot checks after the implementation date. Number of accidents involving chemicals to be reduced by 50% during the 6 months after the implementation date.

Example Objectives - Professional Leader

KRA: Financial

- Produce at least 95% accurately correct financial management reports to supervisor by the 28th day of every month throughout YY(Planning year).
- Deliver salary management project by 31st June YY(Planning year) to the agreed success criteria, including on time delivery, all project deliverables completed, and above average survey feedback from stakeholders in Post Implementation Review.
- Manage tracking and closure of all incoming inquiries relating to the 5 year plan implementation. Achieve closure within 10 business days of inquiry receipt, with 95% of responses satisfying request without need for follow-up.

KRA: People

- Performance objectives & development plans are in place for every direct report by 30 June YY(Planning year) with evidence of poor or mediocre performance being actively managed.
- Conduct quarterly coaching sessions with each team member to discuss performance, achievement and development through YY(Planning year).
- Complete PDR mid-year and end of year review conversations with all direct reports within set deadlines.
- Each direct report to meet at least 3 work objectives by 31 December YY(Planning year).