

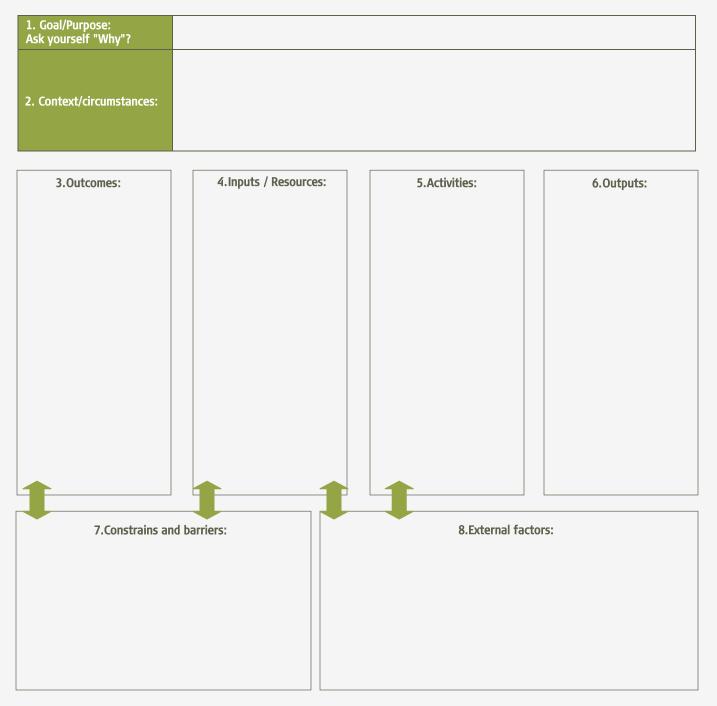
Outcome & competencies setting and evaluation form 2022 - 2023

Name:	
Department/team:	
Performance year:	
Manager:	



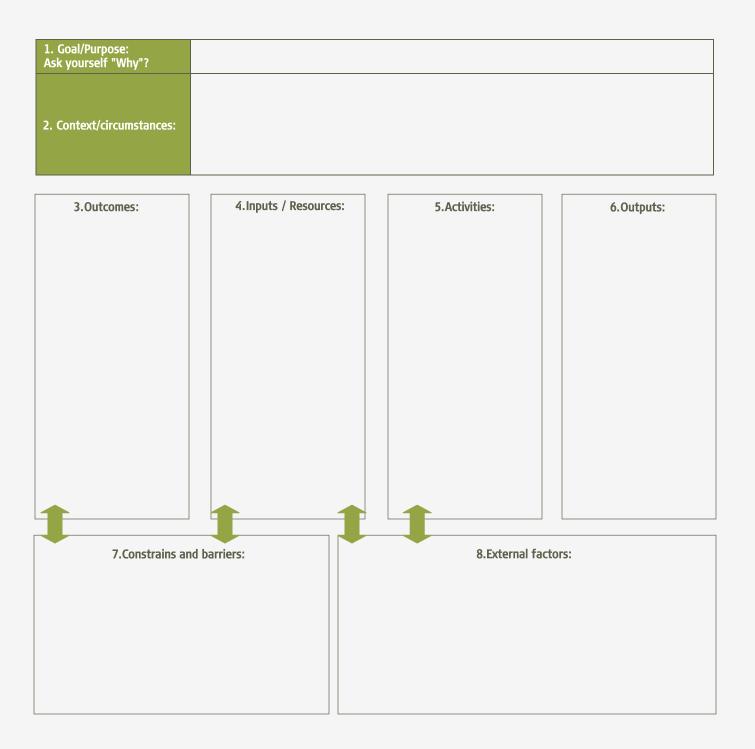


GOAL SETTING



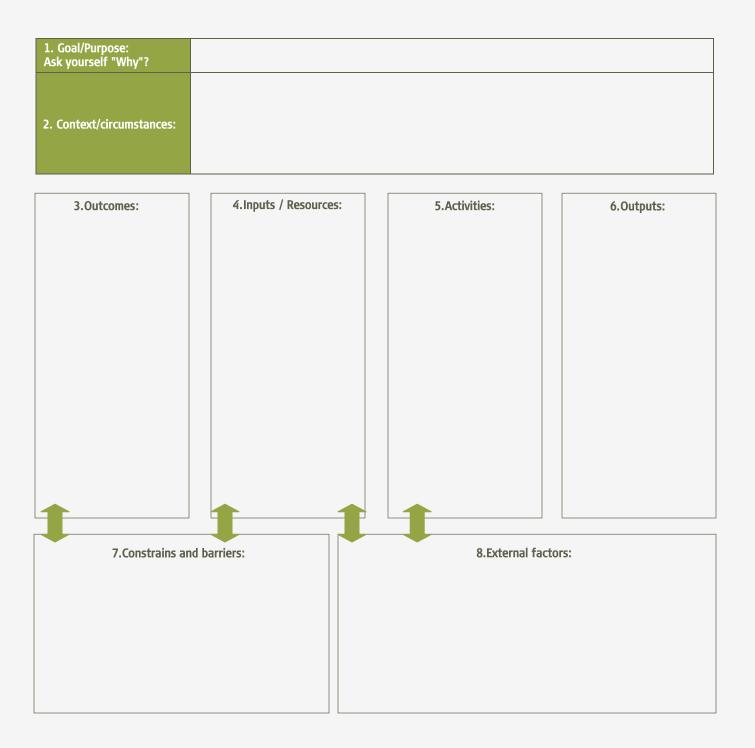






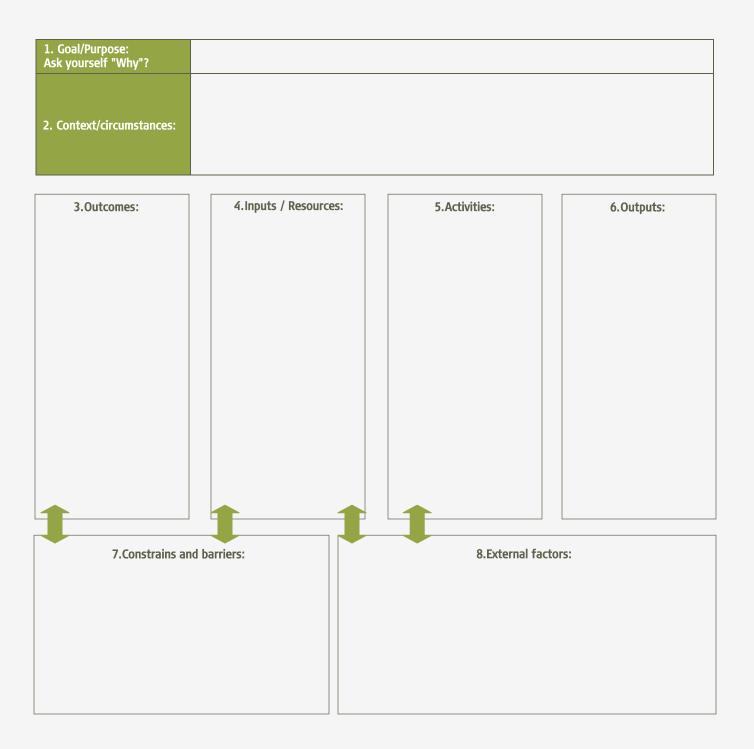
















CORE COMPETENCIES

	Accepts full response	sibility for self and contri	bution as a team member;	displays honesty and			
Accountability:	truthfulness; confronts problems quickly; displays a strong commitment to delivery of his/her						
Own it!		duties and responsibilities and presents oneself as a credible representative of eMerchantPay.					
	Values contribution	from others.					
Minimum level required for the	Level 1 Aware	Level 2 Basic	Level 3 Proficiency	Level 4 Expert			
role (see job description or							
level set by manager):							
		See for full description	on of the levels appendix 1				
	Level 1 Aware	Level 2 Basic	Level 3 Proficiency	Level 4 Expert			
Level achieved over the year:							
Comments:							
	Consistently delivers the required business outcomes; sets and achieves achievable						
Outcome focused:							
Outcome focused:	ambitious goals; co	nsistently complies with o	quality standards and meet	ts deadlines; maintains			
	ambitious goals; con focus on the require	nsistently complies with o ed outcomes and amends	uality standards and mee approaches where needed	ts deadlines; maintains 1.			
Minimum level required for the	ambitious goals; co	nsistently complies with o	quality standards and meet	ts deadlines; maintains			
Minimum level required for the role (see job description or	ambitious goals; con focus on the require	nsistently complies with o ed outcomes and amends	uality standards and mee approaches where needed	ts deadlines; maintains 1.			
Minimum level required for the	ambitious goals; con focus on the require	nsistently complies with o ed outcomes and amends	uality standards and mee approaches where needed	ts deadlines; maintains 1.			
Minimum level required for the role (see job description or	ambitious goals; con focus on the require	nsistently complies with o ed outcomes and amends Level 2 Basic	uality standards and mee approaches where needed	ts deadlines; maintains d. Level 4 Expert			
Minimum level required for the role (see job description or	ambitious goals; con focus on the require	nsistently complies with o ed outcomes and amends Level 2 Basic	quality standards and mee approaches where needed Level 3 Proficiency	ts deadlines; maintains d. Level 4 Expert			
Minimum level required for the role (see job description or	ambitious goals; con focus on the require Level 1 Aware	nsistently complies with o ed outcomes and amends Level 2 Basic See for full descriptio	approaches where needed approaches where needed Level 3 Proficiency on of the levels appendix 1	ts deadlines; maintains 1. Level 4 Expert			
Minimum level required for the role (see job description or level set by manager):	ambitious goals; con focus on the require Level 1 Aware	nsistently complies with o ed outcomes and amends Level 2 Basic See for full descriptio	approaches where needed approaches where needed Level 3 Proficiency on of the levels appendix 1	ts deadlines; maintains 1. Level 4 Expert			
Minimum level required for the role (see job description or level set by manager):	ambitious goals; con focus on the require Level 1 Aware	nsistently complies with o ed outcomes and amends Level 2 Basic See for full descriptio	approaches where needed approaches where needed Level 3 Proficiency on of the levels appendix 1	ts deadlines; maintains 1. Level 4 Expert			
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Minimum level required for the role (see job description or level set by manager): Level achieved over the year:	ambitious goals; con focus on the require Level 1 Aware	nsistently complies with o ed outcomes and amends Level 2 Basic See for full descriptio	approaches where needed approaches where needed Level 3 Proficiency on of the levels appendix 1	ts deadlines; maintains 1. Level 4 Expert			





Customer focused: <i>Car</i> e	Understands that all employees of eMerchantPay have external and/or internal customers that they provide services and information to; honors all of eMerchantPay's commitments to customers and partners by providing high quality, timely, accessible, responsive and knowledgeable service.				
Minimum level required for the role (see job description or level set by manager):	Level 1 Aware Level 2 Basic Level 3 Proficiency		Level 4 Expert		
		See for full description	on of the levels appendix 1		
Level achieved over the year:	Level 1 Aware	Level 2 Basic	Level 3 Proficiency	Level 4 Expert	
Comments: Impact & Resilience: Be confident Minimum level required for the role (see job description or	Presents opinions, ideas and service advice that are accepted, respected and where poss carried out; able to take decisions (even tough ones) and/or able to address challenges a issues calmly and confidently; persists even in the face of obstacles and when under pre Level 1 Aware Level 2 Basic Level 3 Proficiency Level 4 Expe			dress challenges and	
level set by manager):					
			n of the levels appendix 1		
Level achieved over the year:	Level 1 Aware	Level 2 Basic	Level 3 Proficiency	Level 4 Expert	
Comments:					





Teamwork & cooperation: <i>Work together!</i>	Cooperates with others to accomplish common goals; works with employees within and across different teams and geographical locations to achieve shared goals; treats others with dignity and respect and maintains a friendly, professional demeanor; recognizes that working together will bring better overall results.						
Minimum level required for the role (see job description or level set by manager):	Level 1 Aware Level 2 Basic Level 3 Proficiency Level 4 Expert						
		See for full description	on of the levels appendix 1	L)			
Level achieved over the year:	Level 1 Aware	Level 2 Basic	Level 3 Proficiency	Level 4 Expert			
Comments:							

Leading people: Lead others!	Demonstrates organizational values and focuses on objectives; provides direction and support, is clear about expectations so that staff are highly engaged and motivated to deliver to the best of their abilities even at stressful times; empowers staff to take own decisions; holds staff member(s) to account.					
Minimum level required for the role (see job description or level set by manager):	Level 1 Aware Level 2 Basic Level 3 Proficiency Level 4 Expert					
		See for full description	on of the levels appendix 3	1)		
Level achieved over the year:	Level 1 Aware Level 2 Basic Level 3 Proficiency Level 4 Expert					
Comments:						





Outcomes & Competency setting

Goal 1:	
Outcomes:	
Describe level outcomes & goal achieved:	





Goal 2:	
Outcomes:	
Describe level outcomes & goal achieved:	

Goal 3:	
Outcomes:	





Goal 4:	
Outcomes:	
Describe level outcomes & goal achieved:	





Accountability:	Level required: Level achieved:
Outcome focused:	Level required: Level achieved:
Impact & Resilience:	Level required: Level achieved:
Teamwork & Cooperation:	Level required: Level achieved:
Leading people:	Level required: Level achieved:

Please tick the box which best reflects the staff members performance. See rating scale in appendix.	1. Poor Performance	2. Needs to improve	3. Good performance	4. High performance	5. Exceptional Performance
Comments:					

