

Outcome & competencies setting and evaluation form 2022 - 2023

Name:	
Department/team:	
Performance year:	
Manager:	

GOAL SETTING

1. Goal/Purpose: Ask yourself "Why"?			
2. Context/circumstances:			

3.Outcomes:	4.Inputs / Resources:	5.Activities:	6.Outputs:
<div data-bbox="103 1310 175 1386">↑↓</div> 7.Constrains and barriers:	<div data-bbox="704 1310 776 1386">↑↓</div> <div data-bbox="834 1310 906 1386">↑↓</div> 8.External factors:		





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7.Constrains and barriers:	8.External factors:
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CORE COMPETENCIES

Accountability: <i>Own it!</i>	Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to delivery of his/her duties and responsibilities and presents oneself as a credible representative of eMerchantPay. Values contribution from others.			
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 of the levels appendix 1.			
Level achieved over the year:	Level 1 Aware	Level 2 Basic	Level 3 Proficiency	Level 4 Expert
Comments:				

Outcome focused:	Consistently delivers the required business outcomes; sets and achieves achievable, yet, ambitious goals; consistently complies with quality standards and meets deadlines; maintains focus on the required outcomes and amends approaches where needed.			
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 of the levels appendix 1.			
Level achieved over the year:	Level 1 Aware	Level 2 Basic	Level 3 Proficiency	Level 4 Expert
Comments:				

Customer focused: <i>Care</i>	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 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: <i>Be confident</i>	Presents opinions, ideas and service advice that are accepted, respected and where possible carried out; able to take decisions (even tough ones) and/or able to address challenges and issues calmly and confidently; persists even in the face of obstacles and when under pressure.			
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 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 of the levels appendix 1)			
Level achieved over the year:	Level 1 Aware	Level 2 Basic	Level 3 Proficiency	Level 4 Expert
Comments:				

Leading people: <i>Lead others!</i>	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 of the levels appendix 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:	

Describe level outcomes & goal achieved:	
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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:					