

TECHNICAL / ADMIN AUDIT

Private & Confidential

16/08/2006

Juliet Smyth

	I	II	III
D	2	12	-10
I	1	6	-5
S	10	2	8
C	6	5	1

ORGANIZING WORK FLOW

Juliet Smyth likes to organize her work schedule into a routine which enables her to work logically, methodically and thoroughly. She prefers to deal with one task at a time and see it through to a logical conclusion before commencing the next.

She follows rather than leads and, as such, is likely to prefer that others organize her work flow. However, once the work pattern is clearly understood, this individual will work diligently to complete tasks.

Since she likes to work to a plan, she resists proposed change until its necessity has been explained/justified. This may frustrate those who need a high level of freedom and flexibility.

She does not find it easy to delegate and when she does, it will be to those who have proved themselves competent. She is also likely to maintain constant control.

MEETING DEADLINES AND TIME MANAGEMENT

Juliet Smyth is disciplined and systematic in working towards a deadline but, if left to her own judgment, may be too concerned with achieving a perfect result. Provided she has guidance as to where she can be less thorough, she will be dependable and deliver work on time.

She naturally plans well in advance, preferring not to be caught unprepared. She may be inflexible in changing her plans until she is convinced it is necessary and needs time to digest the implications of the change. This individual will become extremely frustrated if deadlines are constantly altered.

Basically, Juliet Smyth wants to set her own pace and will resist any attempt by others to speed up situations or to take shortcuts in order to meet deadlines.

MEETING INFORMATION/SERVICE NEEDS

Provided there is some consistency or repetition to the type of service she is required to provide, it will be done extremely well. She likes to feel valued and this, together with her helpful manner, makes her ideally suited for service roles.

She tends to be extremely thorough in communicating information, preferring not to trust her own ability to draw conclusions. As a result, every fact and detail will be communicated, often frustrating those who merely want to hear the 'bottom line'.

She has excellent listening skills and generally deals with issues based on facts rather than emotions.

ENSURING QUALITY AND ACCURACY

Juliet Smyth is concerned with delivering work of a high standard. Accuracy is extremely important to her and she can be relied upon to apply this measure in all she does.

She will be diligent in tying up all the loose ends of an assignment and will generally be uncomfortable in an environment where high standards are not adhered to.

She prefers to take exclusive responsibility for work in order to ensure quality is not put at risk and herein lies some of her difficulty in delegating tasks to others.

PROBLEM SOLVING

Being an observant, reflective, logical person, she can provide sensitive, practical solutions to problems. She will be most comfortable using her problem solving skills in her area of knowledge, as she becomes hesitant and indecisive in unknown areas.

She will be thorough in investigating all possible solutions, but will require time to do this. Juliet Smyth seldom makes an impulsive decision, preferring to assess all the facts and take all the consequences into consideration.

Juliet Smyth is not likely to be a creative or entrepreneurial problem solver. She may adapt to situations or problems, rather than tackle them head on and create change.

JOB COMPATIBILITY

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02/10/2006

IT Administrator/
Juliet Smyth

		PPA		Job
D	2	12	-10	-10
I	1	6	-5	-6
S	10	2	8	10
C	6	5	1	8

The results of the completed job profile suggest that the competencies required by the jobholder should include the ability to:

- Be persistent in problem solving, seeking solutions through the expertise of both self and others, researching the facts with care and resolving problems in a timely and thorough manner.
- Develop competences and expertise in both self and others in order to gain a satisfactory standard and deliver results within agreed timescales.
- Generate and provide specialist and/or administrative services which benefit the organization and whether they are "thing" or "people" related lead to a high level of both internal or external customer satisfaction.
- Remain self-controlled when things go wrong and people get agitated or aggressive, be prepared to listen to what others say and feel, deal with conflict in an accommodating manner and use practicality as a method for reaching a solution.
- Remain rational when dealing with others, work within organizational requirements, be systematic and factual when dealing with colleagues and handle conflict with logic until a solution becomes achievable.
- Work within a technical or specialist area of expertise in order to continuously improve the quality of the service and/or the product provided.
- Draw conclusions by probing into things and contemplate the consequences of any action that is likely to be taken by proving the reliability of the information available.
- Seek direction and authority from others when and if appropriate, and achieve set goals in a non-assertive and efficient manner.

In summary, the person fulfilling this role should be approachable, thorough, methodical, predictable, self-disciplined, patient, logical, careful, diplomatic and conventional in approach. Moderation, consistency and the ability to tie up all the loose ends and finish a job will be of importance. Unrealistic time pressures should not be placed upon the incumbent, as maintaining quality and standards will be priority.

JOB COMPARISON

Juliet Smyth versus the Human Job Analysis

Juliet Smyth has the major work strengths required for the job and while there may be some minor variances when compared with the Human Job Analysis, this should not have an adverse affect on her ability to fulfill the

role.

Providing Juliet Smyth has the required education, experience and expertise and is effectively trained and managed, then she is likely to perform well in this position.

PERSONAL STRENGTHS

The strengths of Juliet Smyth when compared to the Human Job Analysis appear to be as follows:

- Naturally persistent, Juliet Smyth will research facts and seek solutions to problems through her areas of expertise.
- Develops competence within her specific area of expertise and always attempts to work to agreed timescales.
- Strives to provide a high level of customer satisfaction and develop specialist or administrative services.
- Naturally self-controlled and accommodating, will be prepared to listen to what others think and defuse aggressive situations.
- Researches factual information and applies logic to both problem solving and handling conflict.
- Improves and maintains standards and quality and tries to work to a high specification.
- Contemplates the consequences of any action being taken by proving the reliability of the available information.
- Being non-assertive she is likely to seek direction and authority when and if appropriate.

POSSIBLE LIMITATIONS

As Juliet Smyth's profile appears to match the job requirement we are not able to identify possible limitations.

However, she should still be given a rigorous interview in order to identify if limitations are likely to occur, especially in pressure situations.

GOODNESS OF FIT - FIT 1

Juliet Smyth's behavioral characteristics are assessed as being ideal for the role as determined by the Human Job Analysis.

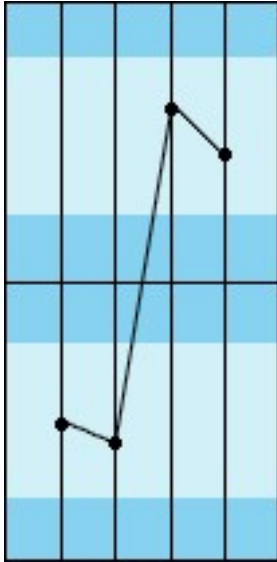
Providing her experience, knowledge and education levels are satisfactory for the work to be undertaken, the likelihood of success in the job is high. However, even with this apparently high level of match, a suitable interview process should still be followed.

INTERVIEW PROCESS

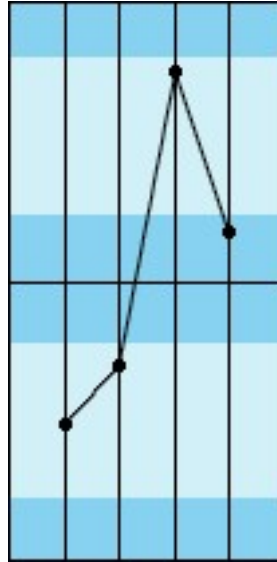
Regardless of the Personal Strengths and Limitations identified, it is vital to conduct a structured interview to confirm the above comments. It is also important that Juliet Smyth's employment history is considered together with an assessment of her knowledge. Wherever possible some form of ability test, such as the Thomas TST, should be taken in order to ensure an acceptable level of fluid intelligence. Finally, it is recommended that penetrating questions are asked at the interview or appraisal session in order to establish her successes and limitations in previous occupations.

Please bear in mind that the full analysis and points to review report should be produced and taken into consideration when comparing a person's profile with the HJA. Equally, biographical data should also be evaluated.

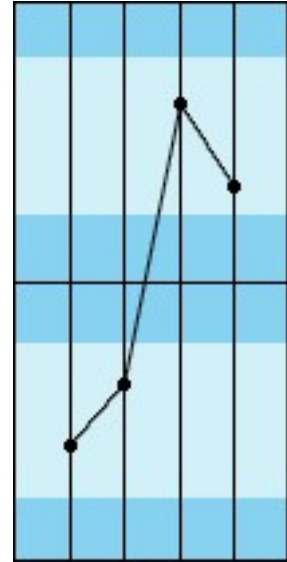
I
Work Mask
D I S C



II
Behavior under pressure
D I S C



III
Self Image
D I S C



Job
D I S C

