

PDR job chat scheme guide



The purpose of your Job Chat

We want you, as a member of staff, to feel valued and able to contribute to the way you and your team work and develop. Part of this process involves giving you the opportunity to discuss your role in detail at least annually in a Job Chat. Of course you will have other regular feedback sessions with your line manager throughout the year where your progress toward any agreed goals will be discussed.

You will have a Job Chat on an annual basis and your School or Service will decide on the timescales to do this.

The purpose of the Job Chat Scheme

- Discuss your contribution at work: what is going well at work and any challenges you may have
- Discuss how satisfied you are with your work and that you have everything you need to do your job well
- Discuss how you are working towards your personal and team goals and what you plan to work on in the coming year

Who has a Job Chat?

- Anyone on grade 1 or 2, working full or part time. There are likely to be local arrangements in place to extend this to other grades
- Job Chat is not compulsory if you have notified us you are retiring, if you have a contract of less than one year and/or are on a contract of less than 0.2 FTE. You can however, opt to have a Job Chat
- It is best practice to have a Job Chat at the end of your probationary review

Benefits of Job Chat:

- Improving job satisfaction by identifying and removing barriers
- Getting your ideas on improving how you and your team work
- Helping to identify gaps in skills and highlight training needs

Some questions you may have:

I already talk to my line manager- so why is this scheme necessary?

Line managers and supervisors will talk to their staff regularly and it is important that this continues. However, regular contact is not the same as your Job Chat. The Job Chat allows you to stand back from the day-to-day rush and think about how things are going and to make plans for the year ahead. It therefore needs to:

- Take place annually with follow up meetings planned if necessary
- Be planned in advance so you and your manager are both prepared
- Be a two-way conversation; this way it is more valuable than just a casual chat

Who will carry out the review?

The best person to discuss your job with you is likely to be your immediate supervisor or line manager because they are better informed about how you work than anyone else. This person is called your reviewer. Requests for an alternative reviewer will be considered in exceptional circumstances only.

Your reviewer will make notes. It is a confidential process and you and your reviewer agree what is to be recorded on the form.

You will be given the completed Job Chat form and a copy will be kept in a confidential file.

Who else sees the paperwork?

A record of the points agreed at the discussion and contained in the Job Chat form will go to the senior management of the department (Head of School or Support Service, Heads of Department and team managers). These groups of managers need to see the review record in order to plan for the year ahead. If confidential matters are discussed, not all details need to be recorded on the Job Chat form. You and your reviewer decide what gets recorded.

What do I need to do?

- The format is informal and relaxed. Thinking about the questions prior to Job Chat will help make the Job Chat more valuable to you.
- You should arrange a time to meet with your reviewer for your Job Chat. The form should be completed during or at the end of this Job Chat, and your manager will usually do this. Once you have agreed that the form holds an accurate record of your discussion, you and your reviewer both sign the form. This should include any targets/plans or training requirements you have set.
- Your reviewer will give you a copy of the completed form. The forms will be stored confidentially for a period of 5 years.

The Job Chat questions

Below are the Job Chat questions with notes which we hope will aid your understanding of each question. Considering these questions before your Job Chat is an important part of making the process valuable. Making notes may help you.

The 'reviewer' is the person who carries out your Job Chat with you. This will be your line manager in most cases

You should use last year's Job Chat form to review last year's goals.



Your contribution over the past 12 months

1 How has the last year at work been for you?

This is a chance to chat generally about how things are at work.

2 What have you done at work over the last year that you are most proud of? Look at any Learning and Development forms you have completed over the year to help you.

Share any successes. What have you enjoyed most? Following learning and development activities, what have you done differently? What new skills have you used? Was any training not useful to you? If not, why was that?

3 What progress have you made on goals you agreed with your manager?

You should be agreeing, where necessary, goals and targets to work on over the year. How are they coming on? If you haven't met them, why is that? Do you need to re-set some goals?

4 What aspects of your job have you found most challenging? What have you done about that?

How have you dealt with any challenges at work? Have you dealt with the challenges positively? What did you do? With the benefit of hindsight, could you or your team have dealt with this better? Is there anything to learn from this?

5 What would help your team to work better together?

Have you any ideas that would help team working in your area?

6 What could your team do in order to improve how it works with and other teams?

You probably work with other teams and individuals in the University. This is a good opportunity to find out if this is working well and plan improvements.

Your job

1 Do you have everything you need to do your job well?

Think about resources, equipment, training or support that might help you do your job well. Do you receive sufficient information from your line manager relevant to your job, such as changes in university systems and planning ahead for these?

2 How do you find out if you are doing your job well?

You or your manager can ask for feedback from customers and colleagues before the Job Chat. How do you get feedback that helps you improve how you work? Could we improve on that? Does feedback come from your manager or maybe from colleagues, customers or other staff in the University? Your reviewer will note any actions you both agree.

3 What do you think would improve the service we give to our customers?

We want to have your views as you are the closest people to the customer. What could be done better? Is there anything that stops you from giving a good quality service?

Plans for the year ahead

1 Are you clear about what you and your team need to focus on over the coming year?

You are likely to be setting goals with your reviewer for the coming year. Your reviewer will support you and track your progress towards goals.

Is there any training or learning that would help you meet your goals?

You may be able to link your personal goals to team goals or wider university strategies. Your reviewer will help you see how what you do at work fits in with the success of the University. Your reviewer will note any actions you both agree.

2 Do you have any plans or work ambitions for the coming year?

You can have a discussion about any plans you have for the coming year, or any work ambitions. Your reviewer will help you identify steps you may need to take to start working on your ambitions. Does the University or your department have any changes/plans which will affect your work, and how should you plan ahead for this?


3 Is there anything else you or your reviewer wish to raise?

You both get a chance to raise anything else you feel is relevant. Do you have any health and well-being matters that you would like to discuss (this can be discussed confidentially, and need not be recorded in full on the Job Chat form, but will enable us to make sure we are supporting you properly).

If there are any important changes to your job role, you should agree to review your job description and this should be done after the Job Chat.

There is training available for staff and reviewers to help with understanding the process and the questions more fully. Reviewers must be trained before undertaking Job Chats.

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 For more information, please contact:

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