PLEASE NOTE THAT THIS IS AN EXAMPLE OF A PERSONAL ACTION PLAN. WHILE IT CAN BE USED AS A TEMPLATE, IT IS IMPORTANT THAT INDIVIDUAL VERSIONS ARE PERSONALISED TO THE SPECIFIC REQUIREMENTS OF EACH SITUATION

DEVELOPING PERFORMANCE SUPPORT PLAN

NAME: …… JOB TITLE: ADMIN ASSISTANT DATE:……..

This plan is part of the Developing Performance Procedure. It is intended to support rapid improvements in performance. The plan outlines the key issues that need to be addressed, the actions that need to be taken to address the issues and the support mechanisms. The success criteria will be used to measure the progress made. It is expected that significant progress will be evident by the review date.

Start Date: **Review Date:**

Key Issue – Behaviour and Skills Framework	Behaviours Demonstrated	Actions to be Taken	Additional Support/ Resources Required	Monitoring/ Assessment Arrangements & timescale for achievement or review	Success Criteria
Customers Come First	**Meet deadlines for weekly and monthly returns**	• Prepare a list of days/dates when returns are required • Link this to a list of actions required to meet actions, with lead-times • Review list at the end and beginning of each day to check progress • Report any 'slippage' to Line Manager with reasons • Keep a diary of problems encountered and their solutions	**Shadow colleague for 2 weeks on this aspect of work**	**Fortnightly meeting with line manager.** **Formal review after 2 months**	• All weekly and monthly returns meet deadlines • Problems are reported promptly to Line Manager • Problems are solved and hence not repeated
Customers Come First	**Follow through customer queries/concerns to a positive conclusion**	▪ **Always keep a dated record of customer enquiries** ▪ **Promptly establish what action needs to be taken** ▪ **Keep the customer informed of any slippage of response times, with reasons**	**Shadow colleague for 2 weeks on this aspect of work**	**Fortnightly meeting with line manager.** **Formal review after 2 months**	▪ **Records are fully up to date** ▪ **Action is taken promptly** ▪ **Customers are kept informed**

Working Together	**Work effectively as part of a small team**	▪ **Ensure messages are passed on in a timely fashion** ▪ **Prepare questions/comment for team meetings in order to make a positive contribution** ▪ **Discuss problems/learning points informally with colleagues, as they arise**		**Fortnightly meeting with line manager.** **Formal review after 2 months**	▪ **No reports of 'missing' messages** ▪ **Improved contribution to team meetings** ▪ **Productive exchanges of information with colleagues**
Know and Develop Yourself	**Identify own strengths and weaknesses and development needs**	▪ **Complete 'self-appraisal' process** ▪ **Contribute constructively to appraisal discussion** ▪ **Ensure objectives/targets are completed satisfactorily**	**Discuss appraisal process and expectations with another manager**	**Appraisal to take place within 2 months**	▪ **Appraisal to take place constructively with commitment to achieve objectives within agreed timescale**

Support Plan Agreed By:

Member of Staff:……(Signature)…….(Date)

Line Manager…… (Signature)…….(Date)