

## **JOB SPECIFICATION POLICY**

### **JOB SPECIFICATION**

A job specification is a crucial part of the recruitment process, and in order to find the most suitable employee for the job and organisation, clients and candidates need to be fully aware of the relevant duties and skills required for the position. In some cases, the job specification can be used in performance reviews and can set clear links between employee and organisational outcomes. The job specification describes the duties and activities of the job, and the specific personal qualities and competencies necessary for the position (ie qualifications, work experience).

The job specification can be broken into two sections, the job description and the person specification. The job description should contain four elements, title, identification, duties and roles, and environment.

#### **A. Title**

The title should be chosen carefully as it provides importance and status for the employee. The title should also indicate duties of the job and the relative level of the job in the organisational hierarchy.

#### **B. Identification**

Identification describes the location of the job in the organisational structure, and indicates reporting and staff responsibilities. This may include the level of reporting, grading details, number of staff who are supervised by the position, and salary range.

#### **C. Duties**

The duties lay out the responsibilities, roles and goals of the job. If possible, job duties should be specific as opposed to general and they should provide guidance for the employee. The activities and duties should be comprehensive and directly related to the job. Some job descriptions may also include key results or outcomes expected, thus providing measurement for review.

#### **D. Environment**

The environment of the position should be clearly laid out and includes working conditions, remuneration, fringe benefits, travel requirements and any unusual aspects of the job. The culture of the organisation impacts greatly on the employee and if possible, the company culture should be described in order to match appropriate candidates for the role.

### **PERSON SPECIFICATION**

This section describes the necessary skills, experience, and personal qualities and competencies required. This includes the knowledge and skills necessary to perform the job, and personal qualities and competencies of the employee.

#### **A. Knowledge**

Knowledge can include the educational or trade/vocational qualifications and other related knowledge gained from formal or informal learning and past experience.

**B. Skills**

Skills include on the job skills and any specialised competencies.

**C. Personal qualities**

Personal qualities may include interpersonal skills, presentation and personality features. Personal qualities should be relevant to requirements of the job.

A job specification is necessary for both the employer and employee as it establishes for the employer the exact duties and competencies of the position, and for the employee as he can determine if his experience and qualifications suit the job, and provide information about what duties are undertaken. A job specification is another step of the recruitment process, and is the first step in ensuring the most suitable candidate is chosen from the position.

\* References: Nankervis, Alan et al. 1999. Strategic Human Resource Management, Nelson ITP, South Melbourne. CCH. 2000, The HR Manager, CCH Australia Ltd, Sydney.

**Sample Job Specification for PC Consultant****Job Summary**

Job Title: PC Consultant  
Division: Information Technology  
Reports to: MIS Manager  
Direct Reports: 3

**Job Statement**

To provide customers with a pro-active empowered individual, experienced and technically qualified, with excellent interpersonal skills.

**Job Duties**

- Computer installation and support.
- Network installations and support.
- Installation, configuration and support of peripheral equipment – Printers, Tape Drivers.
- Installation, configuration and support of Windows, Microsoft Office software.
- Record time in a timesheet on a daily/task basis.
- Assist in implementation reviews and contribute to improvement of company performance
- Assist with the set up of equipment and software for seminars and training.
- Assist in the establishment and review of technical procedures.

**Job Environment**

Salary package to \$50,000 per annum  
Flexible working hours, childcare facilities  
Smoke free environment.

The organisation, established 1984, is a computer consultancy specialising in the computerisation of Trade and Retail Practices. The technology traditionally supported include a full Microsoft suite of products, Internet and some database management. Traditionally

there has been a mix of consulting to design to implementation, followed naturally by support services. Most clients sites therefore tend to be small to medium sized practices.

### **Person Specification**

- Ability to constructively participate in a team environment, with a strong customer focus
- Good written and verbal communication skills.
- Sound interpersonal skills, including a demonstrated ability to communicate sensitively and effectively with people at all levels.
- Ability to exercise appropriate initiative at work, including self organisation and time management.
- Have the ability to establish a rapport with a relatively conservative client base. Possess an expert level of computer hardware and software knowledge. Experience in network installation and support.
- Familiarity and use of Windows NT, Novell, Windows, MS Office, Peripherals (Printers, Tape Drives, Scanners).
- Ability to work flexible hours.
- Dedicated to providing client satisfaction.