



Role Profiles

Is there a lack of clarity that is creating low accountability in your organisation or business unit?

Are employees clear on their accountabilities and responsibilities in order to deliver top quality work?

Is there confusion between employees because of roles that overlap?

Overview

Clear role profiles form the foundation of the design of any organisation. Without clarity of roles and accountability, employees lack knowledge of what they are required to deliver and to what level of quality.

This lack of clarity often leads to overlap of responsibility and could lead to a culture of low accountability. Furthermore, a lack of clarity in accountability can lead to duplication and waste.

Africa People Advisory Group follows a simple yet impactful approach to the development of role profiles that ensure clarity of responsibility and accountability for all roles through a process of direct engagement.

"Only **50%** of employees clearly know what is expected of them at work." - Gallup



One thing an exceptional employee never says is, 'That's not in my job description.' Exceptional employees work outside the boundaries of job descriptions. ”

- Travis Bradberry.

Business value gained through the solution

- Up to date and clear role profiles ensure the business is able to deliver to its mandate.
- The consolidation of clear profiles ensure a function and / or unit is able to staff and deliver at the right level, and match pay and compensation to the level of accountability for each role.

Solution features

- With access to global role-based data, we are able to provide benchmark content for the roles that would typically exist in an organisation.
- Role profiles are updated using a customised role template, covering all key aspects of the role, which provides for rich content to feed other people processes such as recruitment and development.
- The process is highly interactive and engagement takes place with both the direct line manager and incumbent, of the role, through an interview process.
- With the combination of access to global data and the interview process the best possible profile content is derived in an interactive manner.

Process overview

- The project kicks off with agreement on the list of positions to be updated or created.
- If current role profiles are available these are reviewed for accuracy and content.
- The current benchmark data at our disposal is then used to update profiles where possible.
- An interview is then scheduled with the incumbent in the role and line leader to provide input.
- Once a first draft profile is completed it is reviewed by the relevant parties and updated for final review and sign off.
- The final phase entails the publication of the profiles.

Speak to a
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