

CEO PERFORMANCE REVIEW

This information will be confidential. Please return using the addressed envelope provided. Return by:

The responses will be independently collated. The results will be presented showing the range and the average score.

Please *retain a copy* so that you can compare your observations with the collective result.

Your Name:	Role:
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KEY: 1 or 2 = not being achieved/done, 3 – 4 = mostly or usually achieved or done, 5 – 6 = always or fully achieved or done

3. Position Objective:	3.1 Lead and develop an organisation focussing on excellence in customer fulfillment through key functional activities of marketing, representation, and services sales to a large and diverse customer base.	1-2-3-4-5-6
	3.2 To fully achieve National Association's mission and specific board objectives by managing the daily operation of the organisation's trade, representation and business activities in an efficient and effective manner that fully utilises the resources (staff, equipment, products) available within and outside the organisation.	1-2-3-4-5-6

4. Key Responsibilities	4.1 Accepting and achieving the medium-long term goals and key strategies contained in the board's strategic plan , through the development and full implementation of an annual Business Plan	1-2-3-4-5-6
	4.2 Ensuring the membership composition and product usage supports mutuality and commercial independence at all times.	1-2-3-4-5-6
	4.3 Ongoing and active communication with all directors .	1-2-3-4-5-6

	4.4	Maintain communication with current and potential members, gaining strong membership support and use of their Association.	1-2-3-4-5-6
	4.5	Monthly acquisition and utilisation of member and market intelligence and trends for board, management and service delivery purposes.	1-2-3-4-5-6
	4.6	Providing useable and timely information, reports and support to the board, attendance to board meetings and activities , and supervising and supporting the co-ordination of these by the Company Secretary.	1-2-3-4-5-6
	4.7	Development and management of resources, policies and systems to ensure required member service delivery standards are consistently achieved.	1-2-3-4-5-6
	4.8	Statutory reporting and compliance requirements are fully and readily met by the Company Secretary	1-2-3-4-5-6
	4.9	Ensure long term profit and commercial viability	1-2-3-4-5-6
	4.10	Identify innovative approaches to emerging policy and market issues in the employment services and social policy areas.	1-2-3-4-5-6
	4.11	Forge strong strategic relationships with appropriate solution and service partners	1-2-3-4-5-6

5. Key Responsibilities	5.1	All aspects of human resource management to ensure stability and high performance of staff operating in the most appropriate workforce composition, job matching and organisational structure.	1-2-3-4-5-6
	5.2	Financial records are accurate and up to date at all times and all internal and external reporting requirements are being met.	1-2-3-4-5-6
	5.3	Develop and present a detailed business plan that ensures the board strategic plan outcomes for the next 12 months will be achieved.	1-2-3-4-5-6
	5.4	Actively and jointly work with the Chairperson and other nominated directors to represent the interest of the members and foster internal and external relationships.	1-2-3-4-5-6
	5.5	Identify potential membership groups and secure new National Association members.	1-2-3-4-5-6
	5.6	Operational efficiency and effectiveness	1-2-3-4-5-6

8. Performance Review Comments	
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9. Remuneration Review: Essential Criteria	(i) Implementation of the Board's Strategic Plan, including any specific goals and/or strategies highlighted, and the implementation of the board approved annual management plan (as prepared by the management team).	Yes/No
	(ii) A high standard of ongoing board communication and the provision of key market, operational and strategic information.	Yes/No
	(iii) Developing and maintaining a strong team and service culture amongst managers and staff.	Yes/No
	(iv) Action priorities as determined by the Board and documented in the board minutes.	Yes/No
	(v) Ensure all growth is financially and operationally sustainable and maintains or improves board approved member benefits.	Yes/No
	(vi) Implementation of all board approved policies and procedures.	Yes/No
	(vii) The growth in the organisation's financial performance and increase in member benefits warrants a remuneration increase for the CEO	Yes/No

Date:	Signed:
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