**Employee Excellence Award Rubric**

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| **Criterion**  | **Explanation**  | **Evidence Requirements**  | **Examples of Evidence** | **Total Score** | **Scoring** |
| 1) Job-related knowledge and skills  | Employee has shown that he/she has a comprehensive and coherent understanding of leading and/or serving in an administrative field  | Performance Appraisals | * Supervisor performance Appraisals
* Emails/Written accounts/Documented observations on how nominee performed a directed task, duty or project
 | **20** | Excellent Employee**16 – 20 points** | Is excellent in his/her knowledge and skills for leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on a job well done
* Written accounts
* Documented observations
 | Capable Employee**11 – 15 points** | Is capable in his/her knowledge and skills for leading and/or serving the Campus community |
| Reports | * Any reports that document work done by department for which nominee is directly responsible for. Please state nominee’s role in completing work cited in report.
 | Improving Employee**6 – 10 points** | Is showing improvement in his/her knowledge and skills for leading and/or serving the Campus community |
| Incapable Employee**1 – 5 points** | Is incapable in his/her knowledge and skills for leading and/or serving the Campus community |
| 2) Critical and creative thinking skills  | Employee has shown that he/she can generate alternative ideas, practices and/or solutions that are unique and effective and explore ways to deal with simple and/or complex problems  | Testimonials  | * Emails that commend nominee on innovative thinking
* Written accounts
* Documented observations
 | **20** | Excellent Employee**16 – 20 points** | Is excellent in his/her critical and creative thinking when leading and/or serving the Campus community |
| Portfolios | * Employee portfolio of work that displaying innovative of critical thinking
 | Capable Employee**11 – 15 points** | Is capable in his/her critical and creative thinking when leading and/or serving the Campus community |
| Proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion
 | Improving Employee**6 – 10 points** | Is showing improvement in his/her critical and creative thinking when leading and/or serving the Campus community |
| Reports | * Any reports that document nominee’s innovative and critical thinking
 | Incapable Employee**1 – 5 points** | Is incapable in his/her critical and creative thinking when leading and/or serving the Campus community |
| 3) Responsible attitude to work-life balance  | Employee has shown that he/she can prioritise between career and ambition on one hand, health, pleasure, leisure, family and spirituality on other  | Testimonials  | * Emails that commend nominee on a positive work-life balance
* Written accounts
* Documented observations
 | **10** | Excellent Employee**8 – 10 points** | Is excellent in his/her work-life balance when leading and/or serving the Campus community |
| Capable Employee**6 – 7 points** | Is capable of his/her work-life balance when leading and/or serving the Campus community |
| Improving Employee**3 – 5 points** | Is showing improvement in his/her work-life balance when leading and/or serving the Campus community |
| Incapable Employee**1 – 2 points** | Is incapable of his/her work-life balance when leading and/or serving the Campus community |
| 4) Institutional Loyalty and Engagement  | Employee has shown that he/she understands and values his/her own contributions to the strategic mission of the University  | Performance appraisals | * Supervisor performance Appraisals
* Emails/Written accounts/Documented observations on how nominee performed a directed task, duty or project by corresponds to the strategic goal of the University
 | **10** | Excellent Employee**8 – 10 points** | Is excellent in his/her contributions to the strategic mission of The UWI when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on a positive work-life balance
* Written accounts
* Documented observations
 | Capable Employee**6 – 7 points** | Is capable in his/her contributions to the strategic mission of The UWI when leading and/or serving the Campus community |
| proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion
 | Improving Employee**3 – 5 points** | Is showing improvement in his/her contributions to the strategic mission of The UWI when leading and/or serving the Campus community |
| reports | * Any reports that document nominee’s institutional loyalty and engagement
 | Incapable Employee**1 – 2 points** | Is incapable in his/her contributions to the strategic mission of The UWI when leading and/or serving the Campus community |
| 5) Positive Customer Service  | Employee has shown that he/she has effective interpersonal skills, communication skills, motivation, and teamwork towards delivery of high quality services to students, internal stakeholders and external parties  | Performance appraisals;  | * Supervisor performance Appraisals
* Emails/Written accounts/Documented observations on how nominee displayed quality customer service
 | **20** | Excellent Employee**16 – 20 points** | Is excellent in his/her customer service skills when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on quality customer service
* Written accounts
* Documented observations
 | Capable Employee**11 – 15 points** | Is capable in his/her customer service skills when leading and/or serving the Campus community |
| Portfolios | * Employee portfolio of work that displays quality customer service examples
 | Improving Employee**6 – 10 points** | Is showing improvement in his/her customer service skills when leading and/or serving the Campus community |
| Incapable Employee**1 – 5 points** | Is incapable in his/her customer service skills when leading and/or serving the Campus community |
| 6) Respectful and Ethical Behavior  | Employee has shown that he/she demonstrates courtesy, professional behaviour, embrace sound values and uphold University Code of Ethics in performance of duties and work activities  | Performance appraisals;  | * Supervisor performance Appraisals
* Emails/Written accounts/Documented observations on how nominee displayed respectful and ethical behavior
 | **20** | Excellent Employee**16 – 20 points** | Is excellent in his/her courtesy, professional behavior and embrace of The UWI values and Code of Ethics when leading and/or serving the Campus community |
| Testimonials | * Emails that commend nominee on respectful and ethical behavior
* Written accounts
* Documented observations
 | Capable Employee**11 – 15 points** | Is capable in his/her courtesy, professional behavior and embrace of The UWI values and Code of Ethics when leading and/or serving the Campus community |
| Proposals | * Proposals submitted by nominee that shows considerable evidence of relevant criterion
 | Improving Employee**6 – 10 points** | Is showing improvement in his/her courtesy, professional behavior and embrace of The UWI values and Code of Ethics when leading and/or serving the Campus community |
| Reports | * Any reports that document nominee’s respectful and ethical behavior
 | Incapable Employee**1 – 5 points** | Is incapable in his/her courtesy, professional behavior and embrace of The UWI values and Code of Ethics when leading and/or serving the Campus community |
| TOTAL  |  |  |  | **100** |  |  |

\*Please note that the attributes scores are not the same and therefore those with higher scores will require more evidentiary verification than lower scored attributes.