

Guidance on Creating a Job Description

A clear, concise job description is beneficial in several ways:

- It describes the skills and competencies that are needed to perform the role;
- It details where the job fits within the overall company set-up;
- It is used as the basis for the contract of employment;
- It can be used as a performance management tool.

Job Title

The first element of the job description is the job title. Consider the following points when deciding on a job title:

- Does it accurately reflect the nature of the job and the duties involved?
- Does it reflect the level of the position within your company?
- Is it self-explanatory for recruitment purposes – does it ‘do what it says on the tin’?

Job Overview

Before listing duties and responsibilities, ensure the following details are included:

- Location;
- Working hours – shift patterns/full time/part time/flexible working;
- Grade within the company;
- Line of reporting;
- Salary or salary band.

Main Duties and Responsibilities

The list of duties and responsibilities will vary in length but, as a rule, this should be as short as possible. Aim to keep this list to 15 items or less.

- Include all key areas of responsibility;
- Consider using one bullet point per duty/responsibility;
- Each duty/responsibility listed should be outcome-based, e.g. check in hotel guests using the front office management system;
- Consider whether to include an indication that the post holder will carry out other duties within the scope of the main job role.

Person Specification

Skills and Competencies

Consider listing skills and competencies separately as they are not the same thing. A skill is the ability to undertake a task well as it has been learnt, e.g. the ability to create a document in Microsoft Word. A competency is a trait you require a job applicant to display in the role, e.g. strong communication skills.

- Be specific when listing skills required e.g. 'ability to create PowerPoint presentation slides', rather than 'must be computer literate';
- State whether a skill is required or desirable;
- Specify whether any previous experience of the job role is required.

Qualifications and Experience

Be sure to include any academic or professional qualifications that are required for the role.

Other Considerations

- Avoid using jargon, unexplained acronyms and abbreviations;
- Use non-discriminatory language;
- Avoid ambiguity about post-holder responsibilities.