

How we develop your job description

A comprehensive job description defines the purpose of a role, its accountabilities, authority, working relationships and requirements. Key performance areas (KPAs) identify the main responsibilities. A linked KPI schedule explains how agreed outcomes will be assessed. This guide sets out the information, review and approval steps we follow with your organisation.

Our starting point: We first learn how your business and the role work. A generic role outline may help the discussion, but it is adapted and validated before approval. A vacancy advertisement is a separate recruitment document.

Client procedure TN JD 01 | Version 1.1 | 1 November 2026

1 Confirm your business and the assignment

Tell us your sector, country, operating locations, approximate workforce, organisation structure and reason for developing the role. Confirm whether the document describes the current role or an approved future role. Identify each distinct role and any variations between sites or companies.

Nominate one coordinator to consolidate feedback, the line manager who owns the role, and the person authorised to approve the final document. Provide an existing job description, organisation chart, relevant procedures and current performance measures where available.

2 Agree scope and quotation

We confirm the roles, interviews or workshops, deliverables, review rounds, dates and fee in writing before substantive drafting. The quotation states whether travel, technical specialist input, translations or additional role variants are included. Standard assignments normally allow two consolidated review rounds, as confirmed in the quotation.

Formal job evaluation, Paterson grading and salary benchmarking are separate services unless expressly included. An existing employer-approved grade can be recorded. The title alone does not determine a grade.

3 Explain the actual work

Complete the briefing form and discuss the role with us. We confirm the role purpose, recurring work, main outcomes, reporting lines, team and budget responsibilities, systems, stakeholders, decisions the role can make, approval limits and escalation points. An incumbent can explain the work, while the line manager confirms accountability and required future changes.

Flag site conditions, shifts, travel, safety or statutory responsibilities and essential professional requirements. Share only role-relevant information. We record unanswered questions and assumptions for confirmation.

Defining KPAs and agreeing KPIs

4 Review the tailored draft

We organise the role under its department and role family, then develop a consistent profile covering purpose, reporting lines, key performance areas (KPAs), responsibilities, decision authority, internal and external relationships, resources, working conditions, minimum requirements and relevant competencies. Qualifications and experience must be justified by the work.

The draft identifies what the role owns, contributes to, approves and escalates. We check overlaps with related roles and distinguish essential requirements from preferred experience. Company size informs the analysis, but a smaller organisation may still have a broad or demanding role.

5 Link KPAs to meaningful KPIs

KPA: a main area of responsibility, such as financial reporting and control. **KPI:** a defined measure within that area, such as the percentage of closes completed on time. Targets and evidence are agreed with management.

For each important result, we propose a manageable set of KPIs, normally about five to eight. Each measure specifies the definition or formula, unit, data source, evidence owner, review frequency, baseline, proposed target and material dependencies. If weighting is used, the agreed weights total 100 percent.

Agree targets with the manager using available data, resources and the role's influence over the result. Unvalidated baselines or targets are marked for confirmation, with an owner and date.

Finance example	Mine operation scope	Corporate scope
KPA example	Site financial reporting and cost control.	Group financial reporting and consolidation.
Authority	Prepare payments for an authorised approver.	Apply documented group delegation and escalation limits.
KPI example	On-time close rate against the approved reporting calendar.	Percentage of complete entity reporting packs submitted on time.

Illustrative KPI definition: On-time close rate = closes completed by the agreed deadline / closes due in the review period x 100. Evidence: approved close checklist. Frequency: monthly, reviewed over an agreed period. Baseline, deadline, target and ownership: client to confirm. The example is a discussion aid, not a benchmark or a grade assessment.

Stable role responsibilities belong in the job description. Time-bound targets and weights sit in a version-controlled KPI schedule that can be updated through approval without rewriting the whole role.

Review approval and handover

6 Consolidate and resolve feedback

Review the draft with the line manager, HR and relevant technical or executive stakeholders. Use one consolidated response, identifying what to retain, remove, add or clarify. Record the reason for important changes and resolve conflicting instructions through the nominated approver.

We revise the draft, retain a change log and check consistency between responsibilities, authority, competencies and KPIS. A new role, major redesign, additional site variant or extra review round is assessed against the agreed scope before further changes are approved.

7 Approve the final documents

The line manager confirms the role content and measures. HR checks consistency with the organisation structure and people policies. The authorised executive, owner or delegate approves the final version. Relevant specialists confirm technical, safety and country-specific requirements where needed.

Before issue, every open assumption affecting an essential responsibility, authority limit or performance target must be resolved or explicitly recorded as an approved pending item with an owner and due date. Any need to reconsider an existing grade is referred for a separate evaluation.

8 Issue and keep the role current

The agreed handover includes an editable job description, approved PDF, KPA and KPI schedule, and version or approval record. Documents use your company branding and agreed template. Brief the employee and manager on responsibilities, authority and how performance evidence will be reviewed.

Employee acknowledgement records that the role has been communicated. Review the profile when duties, structure, authority, systems or operating conditions change, and at the review date agreed with your organisation. A sensible default is an annual review. Further updates are scoped separately.

Contact Tara Nawa to begin

Contact WhatsApp +264 (0)81 229 4611 or landline +264 (0)64 402 403. Submit your role list, supporting documents and completed briefing form through the online quotation request. We will confirm the information and scope needed.

Approval and review record

Complete this record before issuing the final documents. The responsible manager confirms role content and performance measures. HR checks organisational consistency. The authorised owner or delegate approves the effective version.

Approval record	To complete
Role title and reference	_____
Line manager and approval date	_____
HR or people representative and date	_____
Authorised approver and date	_____
Version and effective date	_____
Approved pending items and owner	_____

Confirm the handover

Record the final job description, its linked KPA and KPI schedule, the document owner, approval date, effective date and next review date. Keep the approved version and communicate the role to the employee and manager.

Handover check	Confirmation or date
Final editable job description	_____
KPA and KPI schedule agreed	_____
Approved PDF issued	_____
Employee and manager briefed	_____
Next review date and owner	_____

Review the wider set of job descriptions

Changes in leadership, staff, culture, social expectations and structure can leave profiles inconsistent or incomplete. An organisation-wide review can standardise their structure, format and quality. Request a review of existing profiles, new descriptions for missing roles, or both, and attach an organogram and current profiles.