



How to **measure** and **improve** the skills of your **staff**

**economic
development,
regeneration and
community
engagement**

**welfare to work,
wider role of
housing agencies,
learning and
skills**

Rocket Science is a
consultancy supporting
clients across the UK.
We help people to learn
from each other, to
manage and deliver
change and to improve
performance.

**young people
and youth
issues**

**creative
financial
solutions**

**effective
procurement**

Great people make great organisations. People who have the skills they need in order to perform their jobs well invariably advance both themselves and the organisations they work for.

Capturing the skill set required to carry out a particular job is not a straightforward task. As well as identifying the skills required, you also need to define a standard of excellence in order to inspire people to improve, and against which you can measure both individual and organisational performance. The very process of defining the skills, knowledge and behaviours you require of people to excel in your workforce will also offer staff a greater understanding of their personal development and opportunities for progression.

Why use our Skills Self Assessment Tool?

The Rocket Science *Skills Self Assessment Tool (SSAT)* is an interactive, easy-to-use IT-based scorecard that individuals work through to assess themselves against the required skills, knowledge and behaviours to excel at their job. We first developed the Tool with London's voluntary sector. The *SSAT* we devised has since been used to map the skills gaps and training requirements of individuals, teams, departments and whole organisations up and down the country.

We design each *SSAT* for the specific needs of each client, working with them to define the essential requirements of each job role.

Where appropriate, this may reflect National Occupational Standards or core competencies that have already been developed. The design process itself has proved powerful in giving individuals time to reflect on their own development needs.

How does it work?

The *SSAT* works in two ways. It enables individuals to benchmark and assess their development over time against the skills required for their role. Organisations are able to use the data generated to assess and pinpoint strengths as well as gaps within particular roles, across a team, department, the entire organisation or sector.

Aggregated data on the main areas of weakness provide essential evidence to inform a sector or organisation's workforce development plan. This plan can then be implemented through customised training and individual support. A repeat of the assessment exercise after a period of time is an effective way of measuring the impact of such interventions both on individual and organisational performance.

*For a demonstration of how the *SSAT* works, log onto our website: www.rocketsciencelab.co.uk/ssat*

CASE STUDY

We were commissioned by Advice UK, the largest network of independent welfare rights advice-providing organisations in the country, to undertake a skills mapping exercise of their members in order to identify staff development needs and preferred methods of learning. The development and use of our on-line *Skills Self Assessment Tool* was integral to this work.

Chilli Reid, of Advice UK comments that: "We came across **Rocket Science's Skills Self Assessment Tool** when it was used by London's Voluntary Service Council and were extremely impressed. We were keen to bring Rocket Science on board to develop the same thing for our customers.

The *SSAT* allows our member organisations to survey the level of competence and knowledge of staff against excellence in their field, based upon industry standards and practical insights from practitioners.

The Tool facilitates the assessment of six distinctive roles within each organisation, from Manager/Co-ordinator through to front-of-house receptionist and administration support.

We believe this approach will help Advice UK to become more robust and effective and enable us to offer a better service to all our members. I found Rocket Science's expertise around research and methodology excellent, providing a good combination with our skill set."

We have also worked with...

London Voluntary Service Council's Second Tier Advisers Network (STAN) to introduce a skills self-assessment process for second-tier organisational advisers across London. The product of that work was the STAN Skills Self Assessment Tool. This provided STAN with the means to survey its membership and identify how the performance of the network matches up to an agreed standard required of a Second Tier Adviser in the capital.

"I found **Rocket Science** very engaging, personable yet professional. I thought the team were ruthlessly organised and open to innovative ideas. Overall I found the experience extremely enjoyable"

Chilli Reid, Advice UK

Please contact Keira Farley on 0131 226 4949 for a copy of our other **Rocket Science** leaflets.



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