



Quality Assurance Unit – Faculty of Education – Helwan University

Administrative Staff Performance Evaluation Standards Document

Evaluation Elements:

1. Job-Related Technical Skills:

- 1.1 Full knowledge of job requirements and providing necessary suggestions for improvement.
- 1.2 Efficient use of work tools.
- 1.3 Full understanding of the plans and objectives of the organizational unit and application of professional technical policies and procedures during work.

2. Quality of Work:

- 2.1 Familiarity with job requirements and completing tasks with the highest possible degree of accuracy.
- 2.2 Staff responsiveness to administrative leadership directives to improve workflow.
- 2.3 Continuous follow-up of assigned tasks and taking appropriate decisions when necessary.

3. Interpersonal Skills:

- 3.1 Maintaining positive relationships with students, colleagues, and supervisors.
- 3.2 Positive cooperation and participation in various activities with different work teams and assisting them in performing required tasks.
- 3.3 Adherence to professional ethics, regulations, and established rules in performing duties.
- 3.4 Acceptance of constructive criticism from all parties interacted with.

4. Communication Skills:

- 4.1 Use of modern technology in completing assigned tasks.
- 4.2 Use of verbal and non-verbal communication skills when dealing with others.

5. Work Methods:

- 5.1 Using work tools to accomplish tasks with the required efficiency.



5.2 Proper planning, organization, and arrangement of tasks in accordance with leadership instructions.

5.3 Willingness to undertake multiple assignments within the department without affecting the quantity and quality of work.

5.4 Continuous effort to develop skills and capabilities through training and professional development programs.

6. Quantity of Achievement:

6.1 Setting work priorities and tasks and executing them with required accuracy and efficiency.

6.2 Completing assigned tasks promptly while maintaining high quality.

7. Administrative Skills:

7.1 Full knowledge of the regulations and laws governing the work system and the ability to implement them accurately and objectively.

7.2 Ability to utilize administrative resources to accomplish required tasks.

7.3 Active participation in current and future development projects for the benefit of the Faculty.

Dean of the Faculty

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