



Policy Name: Chief Administrative Officer Performance Review	Policy No: S600-14
Committee approval date:	-
Council approval date:	-
Revision date(s):	-
Department/Division:	Human Resources

1. Purpose

Regular performance reviews ensure that the Chief Administrative Officer (CAO) is provided with accurate and appropriate feedback with the goals of enabling the achievement of corporate objectives, improving municipal performance and allowing for the personal and professional development of the CAO. The CAO performance review is a valuable instrument which can serve any or all of the following purposes:

- To formally discuss the relationship between Council and the CAO;
- To ensure that there is clarity with regard to the position expectations of the CAO;
- To provide an assessment of the performance of the role, responsibilities and authority as set out in legislation, Town policy and the job description;
- To set objectives and criteria for future evaluation; and
- To serve as the basis for salary adjustments.

2. Policy Statement

The Town of Pelham will conduct an annual review of the performance of the Chief Administrative Officer, on or about the anniversary date of hire. The review process is to be a collaborative exercise, the aim of which is to provide the CAO with feedback that contributes to their professional and personal development.

The annual review of the CAO's performance is to be based on the following:

- Implementation of Council's Strategic objectives and priorities;
- Accomplishment of mutually agreed goals for the year;
- CAO's role as Council's principle adviser; and
- The leadership that the CAO provides.



Town Council is responsible for implementing this policy supported by the CAO and Administration. This policy is to be reviewed every four years in the third year of a Council's term. The appraisal system for the CAO is to be a separate process from that applied to the rest of the staff.

3. Definitions

Competencies: are the attitudes and behaviours required at a high level of performance for an individual to be successful in a role.

Performance Management Program: is the complete set of documents, tools and instructions for the performance review process.

Performance Review: is a key performance indicator of the effectiveness of the CAO's strategic management decisions and actions. This is executed through a standardized set of documents prepared by Human Resources as part of the Performance Management Program that allows for both the CAO and Council to document performance. The performance assessment and rating are then aligned to the Non-Union Compensation salary structure to determine any increase in annual compensation, or compensation as otherwise approved by Council.

Performance Review Process: is the standardized and approved methodology used to ensure a quality, equitable performance process is conducted. It entails a standard timeline, series of steps and evaluation methodology and tools.

4. General Provisions

4.1 Mayor and Council will conduct a formal performance review of the Chief Administrative Officer (CAO) on an annual basis in partnership with Human Resources. The review will be completed on or about the anniversary date of hire. During a provincially scheduled election year the review will be completed not less than 90 days prior to the date of the election. The review will provide Council the opportunity to assess the CAO's performance for the prior year and to clarify goals and expectations for the upcoming year.

4.2 As part of the review, Mayor and Council will ensure that the CAO is advised on areas needing improvement, where necessary, and that the CAO receives recognition for satisfactory or outstanding performance.



- 4.3 The performance review process will include Mayor and Council's assessment of the CAO's performance in meeting the annual goals of the Town.
- 4.4 The annual goals are to be based on the corporate goals set by Mayor and Council for the year and may include the CAO's personal learning and development plans. Performance measurements are to be defined within Mayor and Council's goal setting process or defined through the corporate performance measurement process.
- 4.5 The CAO will provide a self-assessment on both the competencies and performance sections of the annual review process as a confidential report to Council prior to the formal performance review.
- 4.6 Results of the annual performance review are determined by Council and reported to the CAO in confidence with due respect for privacy, fairness, and dignity.
- 4.7 Mayor and Council will provide feedback to the CAO regarding their performance on an ongoing basis, pointing out strengths and areas requiring improvement. This information may be gathered through technological means and shared on an ongoing basis with the CAO and may be used as part of the review.

5. Attachments

CAO Performance Review Form