

Creating a Skills matrix

— Value and Benefit

Skills Category	John	Roy	Alan	Ed	Sue	Anne
Communication skills						
Customer Service						
Problem Solving						
Creative Thinking						
Analytical skills						
Computer skills						
Language skills						

Value of a Skills Matrix

The value of creating a Skills Matrix is that it provides an instant and easily updatable snapshot of the skills capability and skill gaps of individual volunteers and collectively across the team. A Skills matrix is a simple tool to create, administer and share with volunteers to identify acquired skills and Training needs.

Benefits of a Skills Matrix

The use of a well constructed matrix can enable the Team Leader and Volunteers/Team members to recognise and understand the relevant skills capability of individuals across the team.

The use of a matrix can enable the Team Leader to:
Allocate individuals with relevant skills to specific roles and tasks

Identify skills gaps requiring sharing of skills or plan training to increase output and improve outcomes.

Identify individual skills or skills gaps that enables or restricts individuals to cover other roles in the team or for progression.

Plan and conduct any Training needs ensure sufficient coverage for current and new roles.

Creating a Skills matrix

- ◆ Create a table with X rows, (for Skills criteria), and Y columns, (for names of volunteers or team members).
- ◆ Compile a list of key Skills criteria relevant for success in the role(s).
- ◆ Prioritise these criteria and then enter the criteria in the left-hand column
- ◆ Enter the names of team members or volunteers across the top row.
- ◆ Decide on a scoring scale 1 - 5, 1 - 10, A - E, Poor to Excellent
- ◆ For each of the team members (by column) enter a score for each of the Skills criteria (by row) where relevant to the individual or their role.
- ◆ Use the matrix to identify areas of Skills and Skills gaps across the team and where Training, or shared ing experience or practice can be undertaken.
- ◆ Monitor and Review the skills performance against the criteria to update or add further Skills criteria as required.
- ◆ Update team members current scores as relevant Skills are gained for the current or future role.