Professional Job Analyst: Job Descriptions and Role Profiles

1 – 5 November 2026
Kuala Lumpur (Malaysia)

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Professional Job Analyst: Job Descriptions and Role Profiles

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Professional Job Analyst: Job Descriptions and Role Profiles is a 1-week course for HR practitioners who gather information about roles and turn it into accurate written documents. You practice interviews, questionnaires and observation, then write job descriptions, person specifications and competency-based role profiles, and you leave with a Role Profile Pack for a real job family. Mercury Training Center delivers this professional job analyst course.

About This Course

Many job descriptions are copied from old files, list tasks nobody does and miss what the role is accountable for. This course teaches you to collect evidence about a role and write it up clearly. You should already draft or maintain role documents. You practice on interview notes, questionnaire returns and draft profiles.

Who It Is For

- HR staff who draft, update and approve role documents across departments.
- Staff who run organization design or restructuring reviews and need clean role data.
- Recruitment staff who turn hiring requests into advertisements and selection criteria.
- Line leaders who must describe what their team members are accountable for.
- Learning and talent staff who build competency frameworks from role data.

This course is not for readers who need to set salary scales and grade structures, who are better served by a course on reward and grading design, nor for newcomers to HR without any role-documentation duties, who need a general HR foundations course.

Competencies You Will Build

- Role Data Gathering: you choose and run the right mix of interviews, questionnaires and observation for a role.
- Analyst Interviewing: you lead a structured interview that draws out duties, decisions and outputs.
- Accountability Writing: you express a role's purpose and key results in short, verifiable statements.
- Person Specification: you separate essential from desirable knowledge, experience and behaviors.
- Competency Profiling: you link each role to behavioral and technical competency levels.
- Profile Governance: you keep role documents current, signed off and consistent across a job family.

What You Will Be Able to Do

By the end of the course you will be able to:

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- Given an organization chart and a list of roles, select benchmark roles and plan the data-gathering approach for each.
- Using a structured interview guide, record a jobholder's tasks, decisions, contacts and working conditions.
- From questionnaire returns and observation notes, sort duties into five to eight key result areas.
- Given a draft job description, rewrite vague duties as accountability statements with measurable outputs.
- Using a competency dictionary, assign the behaviors and proficiency levels a role requires.
- From line leader feedback, resolve disputed statements and finalize a signed role profile.

Course Content

Day 1: The Analyst's Role and Groundwork

- Organizational Context, Structure Charts And Reporting Lines
- Responsibilities Of HR And Line Leaders In Role Documentation
- Benchmark Role Selection For A Job Family Review
- Project Plan, Stakeholder Briefing And Change Communication For A Role Review
- Role Documents As Inputs To Grading, Hiring And Development

Day 2: Data-Gathering Methods

- Structured Interview Guides For Jobholders And Supervisors
- Open And Closed Questionnaires For Large Role Populations
- Position Analysis Questionnaire PAQ Structure And Use
- Direct Observation And Work Diaries For Operational Roles
- Critical Incident Technique For Identifying Key Behaviors

Day 3: Writing Job Descriptions

- Role Purpose Statements That Fit One Sentence
- Key Result Areas And Accountability Statements
- Decision Authority, Scope And Working Relationships Sections
- Working Conditions, Physical Demands And Safety Notes
- Plain-Language Editing And Bias Checks For Role Documents

Day 4: Person Specifications and Competency Profiles

- Essential And Desirable Criteria For Knowledge And Experience
- Behavioral Competency Dictionaries And Proficiency Levels
- Technical Competency Mapping For Specialist Roles
- Linking Role Profiles To Selection Interviews And Development Plans
- Equity And Fairness Principles In Comparing Similar Roles

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Day 5: Role Profiling Practice

- Exercise: Interview Role Play And Note Review
- Exercise: Rewriting A Legacy Job Description Into A Role Profile
- Exercise: Competency Level Assignment For A Job Family
- Sign-Off, Review Requests And Version Control Procedures
- Role Profile Pack Completion And Peer Review

Case Studies and Exercises

The following are suggested activities used during the course:

- Case study: a hospital merges two support departments; you decide which roles overlap and which need new profiles.
- Case study: a logistics firm finds warehouse supervisors doing planning work not in their documents; you gather evidence and update the profile.
- Exercise: for a bank's customer service team, you run a questionnaire analysis and draft the key result areas.
- Exercise: for a government agency's technical department, you write a person specification and competency profile for a specialist role.

What You Take Back

You return with a Role Profile Pack for one job family in your organization. In your first month back, use it to validate the profiles with line leaders, replace outdated documents in your HR files and brief recruiters on the new selection criteria.

- A data-gathering plan and interview guide.
- Job descriptions with accountability statements.
- Person specifications with essential and desirable criteria.
- Competency profiles with proficiency levels.

Quick Answers FAQ

What should I know before a professional job analyst course?

You should already write, update or approve role documents, or support restructuring and recruitment. No prior training in role analysis methods is needed. Bringing two or three current job descriptions from your organization helps you apply each method.

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How does a professional job analyst course differ from a job evaluation and grading course?

A grading course compares the relative size of roles and builds salary structures. A job analyst course comes first in that chain: it gathers evidence about each role and writes the descriptions, specifications and profiles that any later grading depends on.

What is the difference between a job description and a role profile?

A job description sets out purpose, duties, scope and reporting lines. A role profile adds the person specification and the competencies and proficiency levels needed, so it can also guide hiring, development and performance conversations.

What do I take back from job descriptions and role profiles training?

You take back a Role Profile Pack for one job family: a data-gathering plan, job descriptions with accountability statements, person specifications and competency profiles ready to validate with line leaders.

For Your Manager

After this course, the team member will be able to gather reliable information about roles, write clear job descriptions and person specifications, and build competency-based role profiles. They return with a Role Profile Pack for one job family, first used to replace outdated documents and to support the next recruitment or restructuring review.

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