

Generic Competencies

<p>Managing own Work:</p> <ul style="list-style-type: none"> • Ensures achievement of Service and Team Plans targets and objectives • Plans, structures and prioritises own work. • Adjusts priorities to achieve best outcomes • Checks progress against objectives • Establishes causes of conflicting demands
<p>Developing Own Capability</p> <ul style="list-style-type: none"> • Undertakes learning and development • Learns from situations and past experience • Flexible and open to new ways of working • Ensures work contributes to organisation, service and team objectives • Looks to add value and improve efficiency in own role
<p>Presenting Ourselves</p> <ul style="list-style-type: none"> • Works hard to achieve objectives and goals • Treats people fairly and with respect • Sensitive and aware of others • Resilient under pressure • Adaptable to new situations
<p>Collaborating with Others</p> <ul style="list-style-type: none"> • Involves others in decision making affecting them • Provides assistance when required • Shares experiences • Generates mutual respect • Develops and manages networks, partners • Establishes common areas • Encourages others to collaborate
<p>Influencing Outcomes</p> <ul style="list-style-type: none"> • Provides others with relevant information • Challenges others views • Adapts arguments to appeal to other's needs • Identifies and seeks win/win outcomes • Identifies who to influence • Varies approach • Uses alliances to support arguments

Meeting User Needs

<ul style="list-style-type: none"> • Establishes others needs • Proactively checks and informs if needs are achievable • Ensures agreed needs are met • Follows agreed procedures where appropriate
Problem Solving
<ul style="list-style-type: none"> • Establishes underlying cause • Addresses causes not symptoms • Considers options before taking action • Assesses and manages risk • Avoids problem escalation • Refers problems upwards when appropriate • Ensures problem resolution
Developing Services and Processes
<ul style="list-style-type: none"> • Questions poor use of resources • Shares views of inefficiencies • Seeks ideas for improvement • Monitors demand and supply • Tests ideas with potential users • Seeks feedback
Achieving Change
<ul style="list-style-type: none"> • Focuses on benefits to both self and others • Takes a wide view of strategic needs • Promotes one off initiatives to others • Shares examples of success • Ensures alignment of goals in organisation

Managerial Competencies

Setting Direction:
<ul style="list-style-type: none"> • Develops objectives from strategic goals • Contributes to development of strategy • Challenges assumptions on the way forward • Ensures organisation's strategies account for local capabilities • Conveys clear vision of the future
Enabling People:
<ul style="list-style-type: none"> • Accounts for individual needs and sets objectives through appraisal • Provision of balanced and constructive feedback • Ensure individuals are able to deliver • Ensures understanding of how individuals contribute to the corporate, team and service plans • Keep individuals informed of their progress • Keep individuals informed of decisions that affect them both personally and within their work
Developing People:
<ul style="list-style-type: none"> • Provides and supports development • Tackles poor performance promptly • Matches individuals to work demands • Gives high priority to developing others • Praises and recognises new achievements