

Staff Competency Framework

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Competencies

Working with other departments

- Maintains good, productive relations with internal customers
- Works with other departments to improve service delivery where appropriate
- Delivers service to a high level

Working with customers

- Provides a service which meets the expectations of service users, within the parameters of the service
- Seeks opportunities to exceed customer expectations

Working with external organisations

- Understands the need for partnership working
- Explores opportunities to develop partnership working
- Represents HBC to a high standard

Communicating

- Writes using plain English
- Conveys messages which are easily understood
- Adopts a telephone manner which is customer focused

Team working

- Contributes to team meetings
- Is flexible during times of pressure
- Supports colleagues when required

Level of initiative

- Identifies problems, seeks information and creates solutions
- Demonstrates an ability to work independently
- Manages own time and prioritises effectively
- Demonstrates openness to 'smart working'

Commitment and approach to work

- Maintains a professional approach to work
- Consistently sees tasks through to the desired outcome

Service objectives

- Has clear understanding of what the service objectives are
- Contributes to service delivery plan
- Can link own work to Service delivery plan

Health and safety

- Understands HBC Health and Safety Policy and Procedures
- Recognises the need to take responsibility for own health and safety
- Recognises the need to protect colleagues and service users from hazards

Equalities

- Understands the principles underpinning the Equality Framework for Local Government
- Demonstrates ability to work with a diverse team
- Ensures service is available to all

E-Government and IT

- Uses the Council's IT system to the level needed for the post
- Uses relevant software specific to service effectively
- Uses the intranet and internet appropriately
- Uses electronic storage to work towards paperless environment
- Contributes to on-line service delivery

Personal development

- Takes ownership of own development
- Seeks opportunities to improve own performance
- Shares learning with others

Additional competencies for Team Leaders

Leading and deciding

- Provides others with clear direction
- Allocates work appropriately and fairly
- Encourages staff development
- Recruits staff of a high calibre
- Understands and implements the Council's HR policies, in particular, Health and Safety, Equality and Diversity and Smarter Working

Reporting

- Provides service manager with management information at an agreed time
- Presents information using plain English

Managing change

- Supports new ideas and initiatives
- Supports service manager in the implementation of change
- Identifies opportunities for improvement