

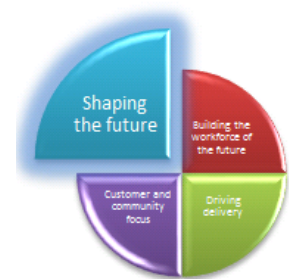
Staff Competency Framework

Our competency framework is important to the Council and it is seen as a vital part of what makes us successful. The framework will help staff to work collaboratively as 'One Council' in support of corporate objectives as well as contributing towards operational plans and policies. It will also encourage and support the way we engage and communicate with each other to ensure that the Council is providing innovative customer focused services to agreed standards.

Staff Competencies

Shaping the Future

- Demonstrate a positive willingness to adopt new ways of working and to display a flexible and adaptable attitude to work.
- Seek innovative approaches to work; embrace new technology and take responsibility to improve future ways of working.
- Encourage and support change; display personal flexibility and adaptable attitude to change.
- Work collaboratively with colleagues, partners and shared services.



Building the Workforce of the Future

- Be proactive, improving own personal performance and demonstrate responsibility for own learning, development and progression.
- Take responsibility for own actions and decisions, actively seek to address issues and concerns, handling setbacks constructively.
- Communicate clearly and honestly using language in a wide variety of situations meeting the needs of the audience and demands of the situation.
- Actively participate and co-operate in team working, acknowledge and express appreciation of the views, concerns and feelings of others.



Driving Delivery

- Be aware of the Council's Vision, Corporate Plan and priorities for the future and understand how these impact on own service and role.
- Understand the commercial and financial environment in which we operate and look to make improvements to the effectiveness and efficiency of service delivery.
- Drive self and others to deliver outcomes and meet deadlines; take initiative and make things happen, to deliver the best outcome.
- Consider the use of resources, and where able, to reduce the effects on the environment and climate change.
- Deliver outcomes, meet deadlines and objectives and take initiative to make things happen.



Customer & Community Focus

- Treat internal and external customers consistently and fairly; actively taking ownership for customer satisfaction.
- Seek ways to improve accessibility and availability of services for our customers and the community, utilising new technologies where appropriate.
- Promote our values and challenge stereotypes and discrimination.



