

CORPORATE COMPETENCY FRAMEWORK

ALL EMPLOYEES

1. Effective Communication
2. Customer Focus
3. Working Together
4. Innovating
5. Accepting Change
6. Supporting the delivery of SDC priorities

MANAGERS

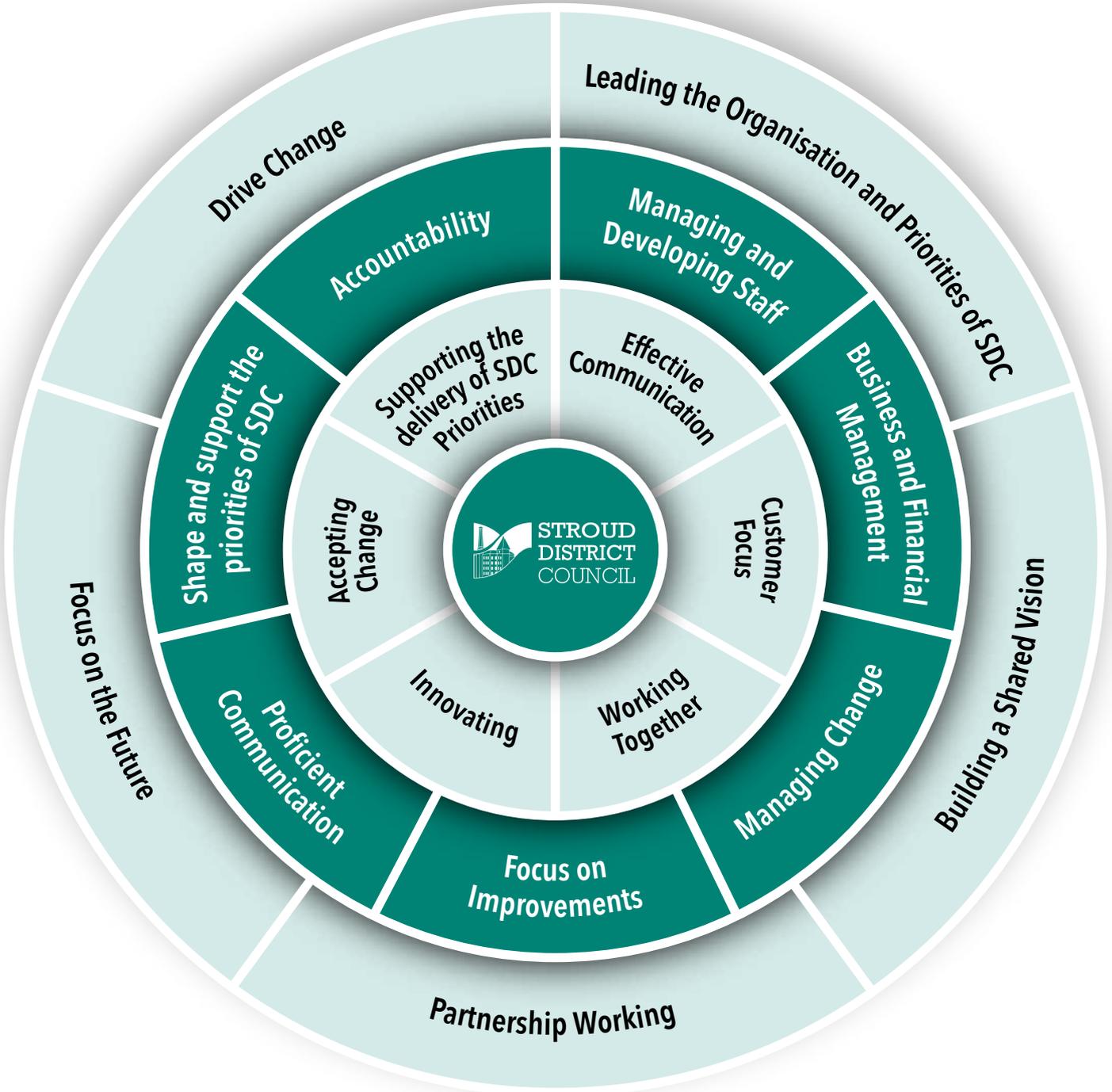
1. Managing & Developing Staff
2. Business & Financial Management
3. Managing Change
4. Focus on Improvements
5. Proficient Communication
6. Shape and Support the priorities of SDC
7. Accountability

LEADERSHIP TEAM

1. Leading the organisation & priorities of SDC
2. Building a Shared Vision
3. Partnership Working
4. Focus on the Future
5. Drive Change



SDC COMPETENCY WHEEL



Equality and diversity underpins all competencies.

EMPLOYEE CORE COMPETENCIES

ALL EMPLOYEE CORE COMPETENCIES	DEFINITION
1. Effective Communication	<p>You will be able to communicate clearly and effectively with a diverse range of people.</p> <p>You can vary your communication depending on your customer, by using effective listening skills and with the ability to persuade and influence where appropriate.</p>
2. Customer Service	<p>You are able to deliver the highest quality of service to your customers, both internal and external.</p> <p>You will strive to deliver a consistently high quality service, with commitment to understanding and meeting customers needs, in line with policies.</p>
3. Working Together	<p>You will be able to work co-operatively with colleagues and partners to develop good working relationships and achieve results.</p> <p>You will be able to focus on developing yourself and colleagues in order to enhance performance, motivation and ability to change.</p>
4. Innovating	<p>You will continuously seek better and more effective ways of delivering services.</p>
5. Accepting Change	<p>You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.</p>
6. Support the Delivery of SDC priorities	<p>You will be able to demonstrate an understanding of and show commitment to the Council and it's services.</p> <p>You will be able to demonstrate how your work supports and meets the needs of your service.</p>
Equality and Diversity	<p>You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.</p>

MANAGERS CORE COMPETENCIES

MANAGERS CORE COMPETENCIES	DEFINITION
1. Managing & Developing Staff	<p>You will be able to demonstrate:</p> <p>Investment in staff – providing the appropriate resources and opportunities for individual and team development</p> <p>Appreciation - recognise the contributions of your team members and acknowledge this</p> <p>Manage diversity – treat individuals with respect and consideration</p> <p>Manage individual and team performance – provide clear direction and feedback to maximise performance of your service</p> <p>Leadership – demonstrate confident leadership skills, setting goals and objectives for your team. You will be able to motivate, inspire, encourage and support your team to do well.</p>
2. Business & Financial Management	<p>You will demonstrate commitment to the Council’s vision and promote this within your team.</p> <p>You will demonstrate a clear understanding of, and be focused on, effective financial control and management.</p>
3. Managing Change	<p>You will be able and willing to respond to new work challenges and adapt to new situations, keeping ahead of business environment changes in order to remain effective, efficient and relevant.</p> <p>You will be able to encourage, support and empower others to create effective change management solutions.</p>
4. Focus on Improvements	<p>You will be able to demonstrate:</p> <p>Excellent customer service – being responsive, focused on customer needs, operating professionally and with sensitivity.</p> <p>Innovation and creativity – seeking the best way to deliver services, promoting innovation with the ability to learn and manage the risk to the service and Council.</p>
5. Proficient Communication	<p>You will be able to influence others through effective communication, managing information to keep yourself and others informed.</p>
6. Shape and Support the priorities of SDC	<p>Demonstrate an understanding of, and commitment to, the Council and its services. You will be consistent, accountable and work with integrity.</p>
7. Accountability	<p>Take personal accountability for activities that impact the team, service and Council. Accept responsibility, demonstrating a positive, focused attitude.</p>

LEADERSHIP CORE COMPETENCIES

LEADERSHIP CORE COMPETENCIES	DEFINITION
1. Leading the Organisation and priorities of SDC	With other members of the Leadership Team you will demonstrate commitment to providing solutions, listening to employees, customers and partners.
2. Building a Shared Vision	You will be able to build and communicate a collective vision for the future of SDC.
3. Partnership Working	You will form mutually beneficial partnerships within the Council and with other organisations in order to develop and deliver services.
4. Focus on the Future	You will demonstrate the ability to forward think, take opportunities to achieve goals and make decisions that develop SDC in the long term.
5. Drive Change	You will demonstrate the ability to proactively lead and build momentum for change, seeing it through in an effective way.