

COMPETENCY	DESCRIPTORS	BEHAVIOURS FOR THIS ROLE
DECISION MAKING, PROBLEM SOLVING AND JUDGEMENT	<p>Routine and Complexity</p> <p>Autonomy and Risk</p> <p>Ambiguity and Judgement</p> <p>Analysis and Investigation</p>	<p>Can deal confidently with routine problems and can make straightforward decisions. Is comfortable following policies and procedures and is confident in deciding when to ask for advice and when to escalate. Follows direction but can use judgement occasionally, providing the level of risk is low and any negative consequences are minimal.</p>
STRATEGY AND PLANNING	<p>Operational vs Strategic Focus</p> <p>Objective Setting, Planning and Prioritisation</p> <p>Ambition vs Resource planning</p> <p>Narrow vs Broad Focus</p>	<p>Confident in planning and managing own workloads to meet deadlines. Considers colleagues when planning and prioritising work. Can clearly articulate plans to others.</p>
INNOVATION AND CREATIVITY	<p>Continuous Improvement</p> <p>Industry and Sector Trends</p> <p>Lateral and Creative Thinking</p> <p>Risk vs Innovation</p>	<p>Suggests ways in which to improve straightforward processes and procedures to make things more efficient or effective. Tries new ways of doing things within agreed boundaries and guidelines. Maintains a high level of attention to detail and ensures quality standards are achieved consistently, flagging any issues.</p>
LEADERSHIP AND TEAMWORK	<p>Role Modelling Values</p> <p>Supporting, Empowering, Motivating and Promoting Performance</p> <p>Developing, Coaching and Mentoring Colleagues</p> <p>Escalating vs Cascading</p> <p>Managing Performance</p> <p>Commitment, Communication, Conflict Resolution & Collaboration</p>	<p>Is supportive and helpful to others and willingly pulls their weight in the team. Accepts responsibility for team objectives and balances the objectives of the team with their own objectives. Can adapt priorities and change focus as directed, demonstrating resilience through periods of change.</p>
STAKEHOLDER AND RELATIONSHIP MANAGEMENT	<p>Managing and meeting stakeholder expectations</p> <p>Building rapport and ongoing relationships</p> <p>Managing different stakeholders with varying needs and priorities</p> <p>Internal vs External</p> <p>Seeking continuous feedback for improvement</p>	<p>Is accurate and prompt when responding to stakeholders, actively listening and responding appropriately. Prioritises meeting the expectations of stakeholders. Builds rapport with colleagues and stakeholders in an appropriate manner through effective communication. Can be relied upon to do what they say they'll do. Ensures behaviour reflects well on the reputation of the business.</p>

COMMERCIALITY
AND DRIVING
RESULTS

Driving commercial factors such as
profitability and return on
investment

Contribution to team, department
and business goals

Tenacity in overcoming obstacles
and achieving deadlines

Improvements that drive results

Shows energy and commitment to meeting and achieving goals and targets. Learns from experience to improve skills. Asks for support to overcome obstacles rather than letting them prevent goals from being achieved. Accepts responsibility for own objectives and performance.