

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>Is confident in working with reasonable autonomy, within agreed boundaries. Makes a reasoned and logical decision with limited advice even when under pressure. Asks further questions for clarification on issues without needing to be told. Can confidently use judgement to assess the level of risk in a decision or solution and take action or escalate when necessary.</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>Effectively plans and prioritises own work and supports others to manage their work so that deadlines are met. Considers their colleagues and the team objectives when planning and prioritising their work and supporting others. Balances detail with being concise when outlining plans.</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>Looks internally and externally for examples of best practice and shares this information with others. Suggests ideas from similar situations to improve the way the team works and takes responsibility for implementing ideas with agreement and support. Maintains a high level of quality even under pressure or faced with a new challenge.</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>Accepts responsibility for team objectives with a positive attitude. Can re-prioritise own workload in response to changes and helps others do the same. Is resilient when faced with obstacles. Supports and encourages others to learn and develop their skills by sharing knowledge and ideas. Provides feedback to colleagues to enable skills development. Is supportive to colleagues and stakeholders, recognising when people need extra help.</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>Successfully builds straightforward relationships based on mutual respect. Manages relationships with reasonable autonomy within prescribed boundaries. Can recognise if there is a potential risk to the stakeholder or the relationship and escalates if necessary. Can adapt communication style to suit the audience. Can be relied upon to provide accurate information and is confident working with people from outside own team.</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

Takes responsibility for seeing something through to the end. Proactively learns new skills and looks for ways to add value or reduce costs. Supports others in the team to achieve objectives whilst managing own. Is tenacious when overcoming obstacles and is not easily distracted. Demonstrates an understanding of how performance impacts costs.