



NCC Competencies: Tier 7a (entry level / front line roles)

Information for job Applicants:

Thank you for applying to work for us.

Working for Nottinghamshire County Council is more than just doing a job, it is about working together to help and improve the lives of the citizens of Nottinghamshire.

To make a difference for the people we serve it is all about **what** we do and **how** we do it.

What we do - is driven by the knowledge, skills and experience of our staff

How we do it - is driven by our Competencies, these describe how we work together

This information sheet describes the behaviours we need and expect of staff working for us at your level of the organisation.

The selection and interview process gives us the opportunity to find out about:

- How well your knowledge, skills and experience meets the needs of the job
- How well you demonstrate the behaviours we need to enable you to perform well at your job here at the Council.

During the selection process you will be asked questions about your past experiences and there may be demonstration task or test to complete.

These are designed to give you the best opportunity to show yourself at your best.

Please read and think about the competencies as part of your preparation to complete the application forms and before coming for an interview.

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Customer Focus

Listens and responds to the needs of our customers

- Understands and puts into practice the Council's commitment to excellent customer service and good customer care skills
- Listens to customers and ensures that their concerns are addressed
- Ensures that customers understand information from the Council
- Seeks customer feedback to improve customer experience and ensures it is reported to managers

Effective and Efficient Resource Management

Uses the Council's resources effectively, reducing bureaucracy and ensuring maximum efficiency

- Understands how to use resources efficiently and effectively and looks for opportunities to improve efficiency
- Organizes work to eliminate waste
- Identifies areas where efficiencies could be made and makes managers aware

Accountability & Responsibility

Models NCC Values and behaviours and Demonstrates purposeful and inspirational leadership

- Understands that the public are entitled to expect the highest standards of conduct and behaviour from staff
- Understands the link between behaviours and the public perception of NCC
- Understands the Council's Values and supports them through example

Communication Skill

Creates an open and respectful dialogue to achieve our ambitious goals and targets

- Communicates concerns, information and ideas to colleagues and to their line manager appropriately
- Communicates effectively with customers ensuring provision of information, appropriate advice and support and relaying customer feedback to managers
- Presents a positive image of the Council

Creativity and Innovation

Continually challenges the way we work and strives to find creative and innovative solutions

- Suggests ideas and identifies opportunities for improvement
- Responds positively to change implementing new ideas and innovation at work

Performance

Achieves high levels of performance through continuous improvement

- Plans and manages work to meet and exceed agreed targets
- Discusses corrective measures with line manager if targets cannot be met
- Works collaboratively with colleagues
- Prepares for own EPDR and supervision sessions and demonstrates learning and improvement
- Engages with learning opportunities including e-learning programmes

Fairness and Respect

Demonstrates fairness and equality in the treatment of all customers and staff

- Treats all customers and colleagues with respect, consideration and the appropriate level of confidentiality
- Raises concerns about fairness and respect with managers appropriately

Risk Management, Safeguarding, Information Governance and Health & Safety

Ensures people and information are safe; actively identifies and manages risk

- Understands their personal responsibilities for Health & Safety, Information Governance and Safeguarding
- Takes responsibility for ensuring a healthy and safe environment for customers and for staff and that information and data is appropriately dealt with
- Understands how unsafe practices may impact on others and is proactive in identifying and reducing risks