

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.

Customer Focus: Listening and responding to the needs of our customers

- Understands and puts into practice the Council's commitment to excellent customer service
- Ensures customer feedback is reported to managers

Effective and Efficient Resource Management: Using 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

Leadership: Demonstrating purposeful and inspirational leadership

- Understands that the public are entitled to expect the highest standards of conduct and behaviour from staff

Communication Skills: Creating an open and respectful dialogue to achieve our ambitious goals and targets

- Communicates concerns and ideas to colleagues and to their line manager appropriately
- Listens to customers and ensures that their concerns are addressed
- Ensures that customers understand information from the Council
- Presents a positive image of the Council

Creativity and Innovation: Continually challenging the way we work and striving to find creative and innovative solutions

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

Performance: Achieving high levels of performance

- Plans and manages work to meet and exceed agreed targets
- Works collaboratively with colleagues

Fairness and Respect: Demonstrating fairness and equality in the treatment of 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

Risk Management, Safeguarding and Health and Safety: Maintaining effective risk management

- Understands their personal responsibilities for health and safety and safeguarding
- Takes responsibility for ensuring a healthy and safe environment for customers and for staff