

## 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 including mentoring and supporting junior staff in meeting customers' needs
- Sets a personally high standard of customer service as an example to staff including listening to customers and acting on feedback

**Effective and Efficient Resource Management:** Using the council's resources effectively, reducing bureaucracy and ensuring maximum efficiency

- Sets a positive example by using resources efficiently in line with priorities and correcting inefficient practices
- Leads by example in putting forward ways of working more efficiently and encourages staff to develop ideas for increasing efficiency

**Leadership:** Demonstrating purposeful and inspirational leadership

- Acts as a personal example and mentor to frontline staff by demonstrating a positive working ethos, sharing expertise and helping staff to work more effectively

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

- Builds positive personal relationships with customers, with colleagues and partners acting as a model both in terms of listening and explaining especially to resolve ambiguity
- Bounces ideas off colleagues and peers, seeking input and constructive challenge
- Guides and supports staff to portray a professional image

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

- Is quick to understand and model new ways of working, relevant technology and approaches
- Guides and supports front line staff to adapt ways of working in a changing environment
- Develops awareness of new practice in their profession and developments within the Council

**Performance:** Achieving high levels of performance

- Sets and delivers stretching personal goals and work standards
- Acts as an example to motivate others by striving to continually improve and persevering in difficult circumstances
- Actively supports colleagues to achieve their targets and objectives

**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
- Acts as a source of advice in relation to treating all customers and colleagues with respect and consideration and in relation to the Council's code of conduct
- Challenges inappropriate behaviour

**Risk Management, Safeguarding and Health and Safety:** Maintaining effective risk management of services to ensure a healthy and safe environment for staff and customers alike

- Exemplifies safe working in line with health and safety and safeguarding protocols and procedures, acting as a source of advice to other staff
- Exemplifies a considered and professional approach to the management of risk, showing understanding of the risk management system