



NCC Competencies: Tier 7b (Senior / experienced workers / professionals)

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

Listens and responds 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
- Understands how the customer base can change and is able to adapt accordingly

Effective and Efficient Resource

Management

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

- Uses resources efficiently inline with priorities and correct inefficient practices
- Shares ideas for efficiency with managers for implementation across the team
- Encourages and supports staff to develop ideas for increasing efficiency



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Accountability & Responsibility

Models NCC Values and behaviours and Demonstrates 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 Skill

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

- Builds positive relationships with customers and colleagues acting as a positive role model both in terms of listening and explaining; especially to resolve any Customer issues
- Shares ideas with colleagues and peers, seeking input and constructive challenge
- Encourages others to share ideas and suggestions and feedback issues
- Supports staff to portray a professional image of the Council

Creativity and Innovation

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

- Is quick to understand and model new ways of working, including relevant technology and new approaches
- Supports frontline staff to develop their ideas for change and improvement
- Guides and supports front line staff to adapt ways of working in a changing environment
- Develops awareness of new practice in their area of practice and developments within the Council

Performance

Achieves high levels of performance through continuous improvement

- 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
- Able to demonstrate resilience and is positive about improving performance
- Encourages others to engage with learning and development opportunities

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
- 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 behavior
- Ensures that there is a shared understanding of appropriate behaviour with team colleagues Risk Management, Safeguarding, Information

Risk Management, Safeguarding, Information Governance and Health & Safety

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

- Exemplifies safe working in line with Health & Safety, Information Governance 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 risk management systems

Digital Skills

Makes effective, efficient use of ICT and digitalised resources to maximize the engagement of customers and employees

- Effective use of multiple devices including smart phones and tablets to increase efficiency

Commercial Awareness

Understands the wider operating environment and how this benefits the organisation

- Understands the requirement to demonstrate return on investment when generating income
- Identifies opportunities to improve the overall commercial position of the Council as part of the annual business planning process
- Understands the wider political, economic, social, technological, legislative and environmental positioning of the organisation
- Actively supports change and other initiatives and encourages others to do so