



### 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.



## NCC Competencies: Tier 4 (Group Managers)

### Customer Focus:

#### **Listens and responds to the needs of our customers**

- Responsible for ensuring excellent customer service in the setting and for the execution of service policies, allocation of resources and application of corporate standards
- Sets a personally high standard of customer service as an example to all staff
- Uses data about customer requirements to plan services
- Ensures that feedback and complaints are used to improve service standards and maintain the reputation of the service

### Effective and Efficient Resource Management

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

- Works with the Service Director to set challenging but achievable targets and translate these into service plans and budgets
- Prioritises and manages the resources allocated effectively and flexibly, taking timely action to remain within tolerances and effectively manage conflicting priorities
- Develops efficient and effective working practices especially with regard to budget and people management and ensures that corporate processes are implemented correctly and consistently
- Sets a positive example by prioritizing, deploying/ commissioning resources efficiently using corporate approaches
- Alerts the Service Director at the earliest opportunity to issues which will take the service out of its agreed tolerances

### Accountability & Responsibility

#### **Models NCC Values and behaviours and Demonstrates purposeful and inspirational leadership**

- Transforms services to continue to achieve excellent standards of service in line with the service plan, corporate priorities and standards
- Demonstrates a solution focused attitude to problems and opportunities and encourages others to do likewise
- Acts as a change champion; leads and takes responsibility for corporate change and transformation within specific services
- Ensures that staff are effectively engaged and motivated

- Makes and communicates clear service specific decisions across the service with clear rationale
- Positively empowers and enables others to lead and drive service change.
- Leads on and takes responsibility for consulting on change

### Communication Skill

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

- Explains changes and harnesses staff support to achieve higher standards of service delivery and implement change
- Personally sets a standard of respectful behaviour, listening to and involving all staff
- Negotiates and builds effective relationships with key stakeholders and partners
- Understands the role of elected members and demonstrates political sensitivity in communicating effectively with them and with partner organisations on service issues
- Ensures transparent and effective communication and consultation systems are in place for customers, staff, partners and the wider public

### Creativity and Innovation

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

- Scans the wider Council and political horizon to consider impact on services; sharing this analysis with colleagues as a basis for preparing service plans
- Makes a compelling business case for change proposals, weighing up costs, benefits, risks and return on investment
- Works with all staff to develop their ideas on service improvements
- Creates an environment within services in which innovation and staff engagement is encouraged and positively valued
- Assumes responsibility for ensuring the delivery of outcomes from within their service



## NCC Competencies: Tier 4 (Group Managers)

### Performance

**Achieves high levels of performance through continuous improvement**

- Measures own and service performance against targets in line with NCC policies and procedures
- Ensures that under- performance both in terms of service delivery and individual performance is monitored and managed effectively
- Sets clear targets for others managing and encouraging others to improve performance and takes appropriate action as necessary.
- Benchmarks outcomes against other public sector comparators to inform targets for improvement
- Supports others through effective supervision and EPDR and links this to service improvement

### Fairness and Respect

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

- Makes sure that the frameworks for ensuring that all customers and staff are treated fairly and equally are operated and evaluated across services managed
- Takes timely and appropriate action to secure fair treatment for all
- Sets a personal example to all on treating others with dignity and respect
- Challenges inappropriate behaviour and ensures action is taken where applicable

### Risk Management, Safeguarding, Information Governance and Health & Safety

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

- Establishes operating policies that minimise risks and takes into account the Council's responsibilities towards the public, customers and staff
- Ensures their role as Information Asset Manager is carried out effectively
- Ensures that a safe environment is provided for customers and staff reporting any issues with policy implications to the Service Director
- Analyses data from the operating environment to identify any new risks and acts decisively when such risks are identified

Sets a personal example for staff of safe working practices and good practice in relation to management of data/information

### Digital Skills

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

- Champions the use of Digital Media across the service

### Commercial Awareness

**Understands the wider operating environment and how this benefits the organisation**

- Maintains an overall awareness of the market position, competitors and forthcoming income generation opportunities to improve the overall budget position of the Council
- Uses marketing and financial tools to inform and analyse data
- Develops commercial opportunities which deliver consistent efficiencies
- Uses performance indicators, & internal/ external business analysis, and a range of economic and global factors to inform sustainable decisions
- Develops service offers to achieve agreed outcomes