Nottinghamshire County Council

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 5 (Team Managers)

Customer Focus
Listens and responds to the needs of our customers
- Ensures that prompt action is taken to maintain required levels of customer service
- Promotes the service and understands the needs of customers and takes account of this in implementing service change
- Sets a good example and encourages positive engagement with customers and service users
- Uses customer feedback and complaints to achieve and maintain excellent customer service and improve services

Effective and Efficient Resource Management
Uses the Council's resources effectively, reducing bureaucracy and ensuring maximum efficiency
- Has a sound understanding of effective budget management techniques and applies commercial acumen to ensure Value for Money
- Identifies appropriate opportunities for income generation
- Understands and applies the principles of Business Process Re-engineering to reduce waste and inefficiency; improve value for money and improve service delivery and service outcomes
- Advocates for corporate systems, policies and procedures; applies these in practice and encourages others to do so
- Adopts a commercially aware approach to business planning

Accountability & Responsibility
Models NCC Values and behaviours and Demonstrates purposeful and inspirational leadership
- Motivates and develops the team to be ambitious in achieving the highest possible performance and service levels in line with the service plan
- Acts as a change agent including taking the initiative and responsibility for leading and driving service change
- Act as an ambassador for cultural change and leads by example
- Engages effectively with trade unions and other key stakeholders
- Demonstrates resilience and is supportive of others
- Actively manages staff morale using a coaching style to maintain a positive environment
- Is accountable for outcomes and is transparent and open in decision making

Communication Skill
Creates an open and respectful dialogue to achieve our ambitious goals and targets
- Sets direction for the team, listening to views and acting on suggestions for continuous improvement
- Ensures that understanding is shared across the team, especially resolving ambiguity
- Establishes an open and transparent communication culture within the team
- Actively engages with employees and delivers key messages appropriately
- Engages direct reports in a timely and honest manner
- Acts as an advocate for the Council

Creativity and Innovation
Continually challenges the way we work and strives to find creative and innovative solutions
- Thinks ahead to anticipate opportunities and issues
- Works proactively with staff to identify opportunities and implement change
- Remains solution focused when presented with issues to resolve
- Takes responsibility for identifying outcomes and improvements from within the team
- Celebrates successful innovation and acts as an ambassador for change and innovation

Performance
Achieves high levels of performance through continuous improvement
- Sets consistent and challenging team targets in line with service plans
- Steers the team towards key outcomes and monitors progress
- Provides effective EPDR and supervision
- Ensures that individual performance is monitored effectively and puts in place improvement and support measures where necessary
- Sets high standards for quality; meeting commitments made and finishing work to a high standard
- Ensures delivery of good quality services.
- Coaches individuals to maximize and improve performance
- Encourages and supports others to engage in learning opportunities

NCC Competencies: Tier 5 (Team Managers)

Fairness and Respect

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

- Ensures that corporate standards and policies are implemented and met
- Actively encourages team members to participate in self-managed groups as appropriate
- Identifies and creates opportunities for career progression for direct reports
- Exemplifies good practice in treating others with dignity and respect

Risk Management, Safeguarding, Information Governance and Health & Safety

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

- Identifies, assesses and manages risks, including those associated with information governance and management, in order to minimise the impact on service delivery
- Ensures that all staff are compliant with requirements of relevant protocols and procedures

Reports to the Group Manager any risks issues arising from the operating environment outside of their control

Digital Skills

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

- Promotes digitalization and channel shift across the service
- Owns and leads the change to a digital culture
- Maximizes potential of existing systems to achieve effectiveness
- Champions new digital developments

Commercial Awareness

Understands the wider operating environment and how this benefits the organisation

- Ensures sold services are kept under review, plans ahead to ensure improvements are made, enabling continuity and compliance of contracts and seeks to improve the overall level of take-up
- Strives to identify what competitors are offering
- Keeps abreast of and anticipates changes in the external environment that may impact on the organisation
- Identifies opportunities and takes calculated and appropriate risks to achieve results, balancing caution with confidence in decision-making
- Promotes a strong focus on the needs of customers, delivery of policies and achieves organisational goals