



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

- Takes prompt action to maintain required levels of customer service
- Sets a personally high standard of customer service as an example to staff
- Uses customer feedback and complaints to achieve excellent customer service and improve services

Effective and Efficient Resource Management

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

- Ensures that staff and resources are deployed as efficiently and effectively as possible in line with priorities and takes corrective action where appropriate
- Sets a positive example by deploying / commissioning resources efficiently
- Sets a positive example by advocating for and using corporate systems, policies and procedures
- Encourages and supports staff to develop ideas for increasing efficiency



NCC Competencies: Tier 6 (Senior Practitioners)

Accountability & Responsibility

Models NCC Values and behaviours and Demonstrates purposeful and inspirational leadership

- Adopts a coaching style to the management of team members
- Ensures personal behaviour reflects the highest standards for the service
- Provides appropriate support to Team Managers to lead service transformation

Communication Skill

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

- Builds and maintains positive relationships with customers, staff and colleagues and partners through discussion and negotiation
- Supports effective employee engagement by encouraging and supporting staff and colleagues to feedback ideas and issues
- Guides and 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

- Encourages staff to suggest ways to improve services and acts on these suggestions
- Maintains professional competence and knowledge of developments in their area of practice and within the Council
- Works with a problem solving approach

Performance

Achieves high levels of performance through continuous improvement

- Monitors staff performance and takes timely action to address performance issues
- Sets personal development plans to support individual and team performance and service delivery
- Uses a coaching style to support others to improve performance
- Responsible for ensuring that individual performance is monitored to effectively deliver service outcomes
- Encourages others to engage with learning and development opportunities

Fairness and Respect

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

- Ensures that all customers and staff are treated with respect, consideration and appropriate confidentiality
- Responds quickly and appropriately to any concerns around fair treatment however and wherever they arise
- Challenges inappropriate behavior
- Sets an example 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

- Strives to maintain a healthy and safe environment for customers and staff and their data/information
- Sets a personal example to staff of safe working practices
- Uses appropriate mechanisms to identify and report on risk (e.g. RIDDOR)

Digital Skills

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

- Promotes the use of digital interfaces to enable employees to undertake their role effectively by maximizing the use of technology
- Encourages customers to use online offer where appropriate

Commercial Awareness

Understands the wider operating environment and how this benefits the organisation

- Keeps up-to-date on key sold service activities: actual versus projected take-up and customer feedback
- Analyses customer, business and competitor information
- Stays abreast of emerging business trends and competitive threats
- Considers issues and opportunities outside of their own area of expertise - understanding the links with other parts of the organisation and future business possibilities
- Actively pursues alternative ideas and ways of working to achieve cost savings