



## NCC Competencies: Tiers 3-1 (Corporate Leadership roles- SD and above)

### 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.



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### Customer Focus

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

- Sets an excellent standard of customer service through the development of policy, strategies and effective monitoring
- Exemplifies excellent customer service by leading by personal example
- Uses the information about and from customers to design and shape the services offered in collaboration with elected Members
- Engages members, partners and stakeholders

### Effective and Efficient Resource Management

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

- Understands the finances of the Council and works with elected members to set budgets and priorities
- Determines and constantly reviews the most efficient and effective service delivery agent/s
- Establishes an effective network of guidance and policies to assist staff to use resources effectively
- Maintains a strategic oversight of the use of resources to ensure they are deployed to meet corporate priorities, within agreed tolerances and ensures that output is improved in relation to resources expended
- Personally sets a good example of effective resource deployment
- Works collaboratively across the authority to improve the efficient and effective use of resources

### Accountability & Responsibility

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

- Leads by setting and communicating ambitious goals to guide and motivate staff
- Makes and communicates timely and clear decisions; including the rationale
- At all times projects an inspirational leadership style that exemplifies the public sector ethos of dedication and enthusiasm
- Works with colleagues across the authority to establish and maintain a positive culture
- Exemplifies the organizational culture, ethos and core values of the Council
- Promotes a coaching culture across the Council
- Acts as a change champion and drives transformation
- Consults at a strategic level
- Ensures that learning is consistently demonstrated across the Council

### Communication Skill

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

- Communicates strong direction and clear priorities to continue to achieve excellent standards of service
- Ensures that transparent and effective communication is in place for customers so that the Council can reflect their views and concerns in all aspects of service delivery
- Ensures that internal communication systems are designed on a 'bottom up' basis
- Demonstrates political awareness and sensitivity and works hard to ensure the relationships with elected members are effective
- Negotiates and establishes effective relationships and communication arrangements with key stakeholders and partner organisations
- Uses the media, including social media, to effectively communicate the Council's key messages

### Creativity and Innovation

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

- Sets organisational policy, priorities and change, leading a culture of successful service transformation with the focus on outcomes
- Understands that front line workers are best placed to understand customers and the impact of change on service delivery
- Uses customer intelligence to improve service delivery
- Accountable for Identifying and implementing new, bold and radical ways of delivering services to meet Council priorities and aspirations
- Imports and successfully executes transformational ideas from other organisations
- Maintains and applies knowledge of the main issues and influences affecting local government to anticipate and implement change



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### Performance

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

- Creates a culture of continual improvement through the development of strategies, policies and plans
- Works to leave a legacy of improvement for Nottinghamshire and enduring benefits for its citizens
- Drives organisation policy and priorities, leading a culture of successful service delivery with a clear focus on outcomes
- Puts in place a strategic framework to evaluate performance, taking appropriate corrective action with 'off target' services
- Sets personally challenging goals and meets them

### Fairness and Respect

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

- Sets the framework for ensuring that all customers and staff are treated fairly and equally, and ensures compliance with legal requirements and Council policies
- Monitors the impact of policy and service delivery on staff and customer groups and takes action where appropriate
- Challenges and deals with actions that are inconsistent with the standards of the Council
- Sets a personal example to all on 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**

- Ensures the Council meets its obligations for safeguarding, health & safety, information governance and management, and welfare
- Ensures that systems are in place to identify, assess and manage risk and keeps them under review, adapting the framework for managing risk accordingly
- Ensures that corporate policies for safeguarding and health and safety, including Information Governance, are in place, communicated to staff and understood

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 Digital Design philosophy of the Council

### Commercial Awareness

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

- Engages members, partners and stakeholders in developing service offers
- In conjunction with Members, sets strategic direction in full recognition of economic and business challenges and opportunities
- Anticipates changes within the marketplace when considering future budgets
- Evaluates commercial and business opportunities against potential short and long term risks
- Identifies opportunities for joint ventures and mutually beneficial partnerships