The Staff Competencies Framework

The Staff Competency Framework addresses the core competencies that support the corporate values of the organisation.

In general terms competencies address *how* we want people to work, and go hand-in-hand with objectives designed to set out *what* we want people to do.

1. Having a Customer Focus	2. Delivering Quality Services
An effective Leicester City Council employee:	*An effective Leicester City Council employee:*
1.1 Puts the customer at the centre of the business	2.1 Works flexibly and adapts to accommodate the pace of change
1.2 Learns from own and other's experiences and from customer complaints	2.2 Delivers services – 'right first time'
1.3 Presents a positive image of self and the Council	2.3 Develops service in response to customer feedback
1.4 Uses plain and simple language in all situations	2.4 Contributes ideas for service improvement
1.5 Communicates in ways that helps others understand	2.5 Works actively to develop skills and knowledge
1.6 Gives customers timely and correct information	
3. Delivering Outcomes	**4. Driving Out Inequalities**
An effective Leicester City Council employee:	*An effective Leicester City Council employee:*
3.1 Takes responsibility for own performance.	4.1 Recognises the contribution that a diverse workforce makes to the business
3.2 Understands own contribution to delivering council priorities	4.2 Values the views and opinions of all colleagues.
3.3 Demonstrates effective team working in order to achieve objectives	4.3 Treats others fairly and with respect
	4.4 Recognises and reports all forms of discrimination
	4.5 Ensures that all needs of all individuals are appropriately prioritised
5. Joining Up What We Do	**6. Being Sustainable in Everything We Do**
An effective Leicester City Council employee:	*An effective Leicester City Council employee:*
5.1 Works collaboratively with service users, partners and colleagues	6.1 Embraces personal environmental responsibility
5.2 Keeps up to date with Council developments and changes to policies and procedures	6.2 Works to support carbon reduction initiatives
5.3 Commits to supporting own manager by working to agreed objectives	6.3 Actively challenges unnecessary consumption of resources
5.4 Identifies opportunities for working more effectively together	
5.5 Challenges traditional ways of working	

The LCC Management Competencies Framework

Select *the competencies you wish to explore and/or evidence. It doesn't have to be all eleven. Use them in the PDR discussion as a separate area or as a part of the review or forward planning of future objectives.*

M1 Managing people performance
- Manages individual and team performance to achieve objectives
- Understands and consistently applies all HR &organisational policies and procedures
- Ensures a fair, equal and consistent approach towards all people

M2 Delivering service excellence
- Challenges and improves ways of working in the commissioning context - Analyse, Plan, Do, Review
- Plans service delivery, sets and monitors performance targets and manages risks
- Manages business processes to ensure efficiency and effectiveness.
- Understands cost, time and value for money principles and practice
- Sets and works to agreed budgets
- Manages assets effectively
- Manages information to achieve the best outcomes

M3 Managing money and resources
- Manages resources to optimise delivery of services
- Understands, and works within LCC Financial and EMAS regulatory framework
- Recognises the responsibility associated with the use of public finance
- Appreciates the reasons for focussing on driving down costs

M4 Leading change
- Leads, manages and implements sustainable change directly or through the effective use of others

M5 Engaging with the community
- Actively listens, influences and works positively with colleagues, Councillors, partners, community groups and the general public to achieve the Council's objectives
- Makes a positive impact and gains agreement by using a variety of methods to convey information, advice or concepts

M6 Develops talent
- Acquires, applies and provides guidance to others on relevant functional knowledge.
- Utilises expertise in others effectively
- Keeps up to date with changes in area of expertise and continuously develops own functional knowledge and skills

M7 Working with partners
- Understands, sets up and manages a variety of ways of delivering service through others, such as procurement, informal and formal partnerships, joint ventures and outsourcing
- Collaborates with external organisations to deliver mutually beneficial outcomes

M8 Solving problems and being creative
- Takes appropriate initiatives, anticipates and resolves problems systematically by fact finding, analysis and considering options to come up with realistic and achievable solutions
- Thinks laterally, using flair and imagination to develop and implement improvements
- Makes informed decisions, engaging and involving others as appropriate

M9 Strategic working and political awareness
- Develops and applies the strategic agenda of the council and/or service by understanding the bigger picture and through joined up working
- Understands and manages the expectations of, and is accountable to Councillors and customers
- Understands the role of politics and politicians

M10 Project and programme management
- Organises own work and that of others to meet project and/or programme objectives