



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: Listening and responding to the needs of our customers

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

Effective and Efficient Resource Management: Using 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 taking corrective action where appropriate
- Has a sound understanding of effective budget management techniques and can use these where required
- Encourages staff to develop ideas for increasing efficiency
- Sets a positive example by deploying resources efficiently

Leadership: Demonstrating 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
- Ensures personal behaviour reflects the highest standards for the service

Communication Skills: Creating 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 improvement
- Builds positive relationships with customers, staff and colleagues through discussion and negotiation.
- Ensures that understanding is shared across the team, especially resolving ambiguity
- Establishes an open and transparent communication culture within the team
- Guides and supports staff to portray a professional image

Creativity and Innovation: Continually challenging the way we work and striving to find creative and innovative solutions

- Thinks ahead to anticipate opportunities and issues
- 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 proactively with staff to implement change

Performance: Achieving high levels of performance

- Sets consistent and challenging team targets in line with service plans
- Steers the team towards key outcomes and monitors progress
- Sets high standards for quality; meeting commitments made and finishing work to a high standard
- Monitors staff performance and takes timely action to address performance issues
- Sets personal development plans to support individual and team performance and service delivery

Fairness and Respect: Demonstrating fairness and equality in the treatment of customers and staff

- Ensures that all customers and staff are treated with respect and consideration
- Ensures that corporate standards and policies are implemented and met
- Responds quickly and appropriately to any concerns around fair treatment however and wherever they arise
- Challenges inappropriate behaviour

Risk Management, Safeguarding and Health and Safety: Maintaining effective risk management of services to ensure a healthy and safe environment for staff and customers alike

- Identifies, assesses and manages risks in order to minimise the impact on service delivery
- Reports to the Group Manager any risks issues arising from the operating environment outside of their control
- Strives to maintain a healthy and safe environment for customers and staff
- Sets a personal example to staff of safe working practices