

NOTTINGHAM CITY HOMES – BOARD COMPETENCIES

Leading & Deciding (Essential)

Takes control and exercises leadership. Initiates action, gives direction and takes responsibility.

Deciding & Initiating Action

- a. Makes prompt, clear decisions which may involve tough choices or considered risks
- b. Takes responsibility for actions, projects and people
- c. Takes initiative, acts with confidence and works under own direction
- d. Initiates and generates activity

Leading & Supervising

- a. Provides others with a clear direction
- b. Sets appropriate standards of behaviour
- c. Delegates work appropriately and fairly
- d. Motivates and empowers others
- e. Provides all members with development opportunities and coaching
- f. Recruits staff and members of a high calibre

Supporting & Co-operating (Essential)

Supports others and shows respect and positive regard for them in social situations. Puts people first, working effectively with individuals and teams, clients and staff. Behaves consistently with clear personal values that complement those of the organisation.

Working with people

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

Adhering to principles and values

- a. Upholds ethics and values
- b. Demonstrates integrity
- c. Promotes and defends equal opportunities, builds diverse teams
- d. Encourages organizational and individual responsibility towards the community and the environment

Interacting & Presenting (Desirable)

Communicates and networks effectively. Successfully persuades and influences others. Relates to others in a confident and relaxed manner.

Relating & networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organization
- c. Relates well to people at all levels
- d. Manages conflict

Persuading & Influencing

- a. Makes a strong and positive impression on others to influence and persuade
- b. Gains clear agreement and commitment from others by persuading, convincing and negotiating
- c. Promotes ideas on behalf of self or others

Presenting and communicating information

- a. Speaks clearly and fluently
- b. Expresses opinions, information and key points of an argument clearly and respectfully
- c. Makes presentations in a variety of settings with skill and confidence

Analysing & Interpreting (Desirable)

Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology. Communicates well in writing.

Writing and reporting

- a. Avoids the unnecessary use of jargon or complicated language
- d. Structures information to meet the needs and understanding of the intended audience

Applying expertise

- a. Develops job knowledge and expertise through continual professional development
- b. Shares expertise and knowledge with others
- c. Demonstrates an understanding of different organizational departments and functions

Analysing

- a. Analyses numerical data, verbal data and all other sources of information
- b. Probes for further information or greater understanding of a problem
- c. Makes rational judgements from the available information and analysis

Creating & Conceptualising (Essential)

Open to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Supports and drives organisational change.

Learning & Researching

- a. Gathers and manages appropriate information and knowledge to support decision making
- b. Demonstrates an effective understanding of newly presented information
- d. Learns from successes and failures and seeks staff and customer feedback

Creating & Innovating

- a. Produces a range of solutions to problems
- b. Seeks opportunities for organisational improvement
- c. Devises effective change initiatives

Formulating strategies & concepts

- a. Works strategically to realise organisational goals
- b. Sets and develops strategies
- c. Identifies and develops positive visions of the organisation's future potential

Organising and Executing (Essential)

Plans ahead and works in a systematic and organized way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to the agreed standards.

Planning & Organising

- a. Sets clearly defined objectives
- b. Plans activities and projects well in advance and takes account of possible changing circumstances
- c. Identifies and organizes resources needed to accomplish tasks
- d. Monitors performance against deadlines and milestones

Delivering Results and Meeting Customer Expectations

- a. Focuses and monitors customer needs and satisfaction to improve quality and service delivery
- b. Sets high standards for quality and productivity
- c. Consistently achieves project goals

Following Instructions and Procedures

- a. Follows procedures and policy
- b. Demonstrates commitment to the organization
- c. Complies with legal obligations and safety requirements of the role
- d.

Adapting and Coping (Desirable)

Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.

Adapting and responding to change

- a. Open to new ideas and change initiatives

Coping with pressure and setbacks

- a. Keeps negative emotions under control during difficult situations
- b. Handles criticism well and learns from it.