



Organisational Policies & Procedures

A2. Organisational Core Competencies

This policy sets out the core competencies expected of all staff across the College. The competencies are designed to capture some of the core activities that we all carry out and the way that we do them. They provide standards to be used for selection and recruitment, staff development and performance management.

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A2 Organisational Core Competencies

These competences are designed to capture some of the core activities that we all carry out and the way that we do them. They will provide standards to be used for selection and recruitment, staff development and performance management.

a. Team working

- i. Actively participate in planning the work of your team
- ii. Contribute positively to the achievement of your team's objectives
- iii. Contribute positively to cross team tasks and projects
- iv. Provide support to your colleagues especially during periods of setback and change
- v. Treat all of your colleagues as individuals, showing patience, empathy, sensitivity and a healthy respect for their background
- vi. Actively seek out ways to learn from your colleagues

b. Communication

- i. Actively listen to others and appreciate the value of your colleague's opinions
- ii. Give fair and transparent feedback to others in a constructive manner
- iii. Respond positively to feedback you receive that is designed to be supportive and enhance performance
- iv. Actively communicate and share ideas and information freely with your colleagues
- v. Communicate in a friendly and open manner using humour when appropriate

c. Planning and Organisation

- i. Produce detailed plans of your own tasks and contribute to team organisation
- ii. Work through planned activity in a systematic manner using smart working practices
- iii. Organise your work in a manner that improves productivity
- iv. Regularly review your progress against plans and seek support when things are not going to plan

d. Initiative and innovation

- i. Present your ideas in a persuasive and enthusiastic manner
- ii. Adopt and encourage others to adopt a flexible and open minded approach to new practices, initiatives and changes which improve performance
- iii. Display creativity, energy and a positive attitude in team discussions and when carrying out your day to day activity

e. Customer Focus

- i. Seek to deliver over and above customer expectations
- ii. Keep commitments you have made to customers
- iii. Contribute ideas to improve customer service
- iv. Co-operate with your colleagues to implement plans for improving customer service