

South Derbyshire District Council's Competency Framework

	Achieving Results	Communication	Creative Thinking	Customer Focus	Decision Making and Problem Solving	Making Change Work	Managing Resources, Projects & Processes	Organisational Awareness and Commitment	Personal Impact	Working Relationships
Level 1	Works towards goals & objectives	Communicates clearly	Open to new ideas	Responds to customer requirements	Breaks tasks down logically	Accepts change	Takes personal responsibility	Understands the formal structure	Considers own impact on others	Maintains current relationships
Level 2	Sets & achieves own standards	Communicates effectively	Questions existing approach	Understands customer needs	Deals with issues systematically	Supports change	Plans day-to-day	Supports the Council	Consciously sets out to influence outcomes	Strengthens working relationships
Level 3	Improves performance	Communicates with empathy	Encourages and implements creative ideas	Builds customer relationships	Takes an objective approach	Initiates change	Plans ahead	Understands climate and culture	Adapts approach to increase impact	Creates new working relationships
Level 4	towards, & meets, challenging goals	Maximises communication effectiveness	Introduces innovation and fresh thinking	Provides value to customer	Undertakes complex analysis	Delivers change	Develops detailed plans	Demonstrates absolute commitment	Positively influences	Develops powerful relationships
Level 5	Achieves strategic & organisational results		Encourages and promotes a culture of creativity	Strategic approach to customer service	Makes high level decisions		Manages complex plans and projects		Influences across and outside the organisation	