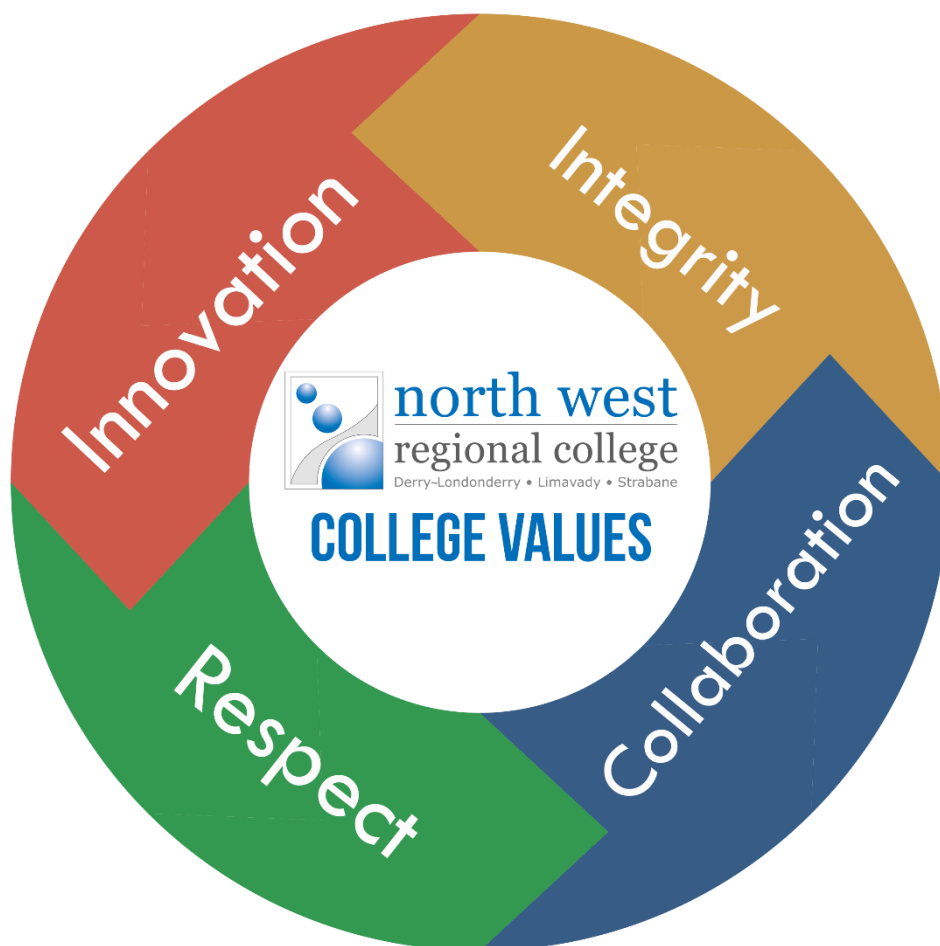# Competency Framework

POST: **Trainer Assessor – Essential Skills (Literacy)**
REF NO: **02549/24**

The interview will assess the competencies which are listed in the Personnel Specification. This Competency Framework should be read in conjunction with the Personnel Specification for this post.

Competency Framework

CHANGING AND IMPROVING

People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways. For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive College. It also means making use of alternative delivery models including digital and shared service approaches wherever possible.

People who are effective are likely to…

- Find ways to improve systems and structures to deliver with more streamlined resources

- Regularly review procedures or systems with teams to identify improvements and simplify processes and decision making

- Be prepared to take managed risks, ensuring these are planned and their impact assessed

- Actively encourage ideas from a wide range of sources and stakeholders and use these to inform own thinking

- Be willing to meet the challenges of difficult or complex changes, encouraging and supporting others to do the same

- Prepare for and respond appropriately to the range of possible effects that change may have on own role/team

Competency Framework

LEADING AND COMMUNICATING

At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity and enthusiasm. It's about championing difference and external experience, and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.

People who are effective are likely to…

- Continually communicate with staff, helping to clarify goals and activities and the links between these and Departmental strategy

- Recognise, respect and reward the contribution and achievements of others, valuing difference

- Communicate in a straightforward, honest and engaging manner with all stakeholders and stand ground when needed

- Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact

- Promote the work of the Department and play an active part in supporting the College values and culture

- Role model enthusiasm and energy about their work and encourage others to do the same

Competency Framework

COLLABORATING AND PARTNERING

People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people inside and outside the College, whilst having the confidence to challenge assumptions. For leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.

People who are effective are likely to…

- Establish relationships with a range of stakeholders to support delivery of business outcomes

- Act as a team player, investing time to generate a common focus and genuine team spirit

- Actively seek input from a diverse range of people

- Readily share resources to support higher priority work, showing pragmatism and support for the shared goals of the organisation

- Deal with conflict in a prompt, calm and constructive manner

- Encourage collaborative team working within own team and across the Department

MANAGING A QUALITY SERVICE

Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme and project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services.

People who are effective are likely to…

- Make effective use of project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions

- Develop, implement, maintain and review systems and service standards to ensure professional excellence and expertise and value for money

- Work with team to set priorities, goals, objectives and timescales

- Establish mechanisms to seek out and respond to feedback from customers about service provided

- Promote a culture that tackles fraud and deception and ensures security of information

- Develop proposals to improve the quality of service with involvement from a diverse range of staff, stakeholders or delivery partners