



Central Scotland
Green Network Trust

COMPETENCY FRAMEWORK

2017

CSGNT STAFF

Competence Framework for CSGNT Staff

CORE COMPETENCIES

INTEGRITY

- Honest
- Delivers what is promised
- Deals with others politely and with respect
- Works ethically
- Supports the aims of the company both internally and externally

TEAM WORKING

- Recognises the value of other opinions and prepared to listen and consider an alternative viewpoint
- Demonstrates appreciation of the contribution of others
- Aware of the strengths and differences within teams and seeks to maximise the benefits of these
- Works with the team for the benefit of the company
- Actively works with other teams where appropriate to achieve the overall objectives of the company
- Shares information and solutions
- Encourages and supports other team members to achieve their full potential within the team

FAIRNESS

- Treats everyone equally and with respect
- Takes other people's views and opinions into account before taking action
- Uses appropriate language and body language
- Makes decisions that are consistent

POSITIVE ATTITUDE

- Enthusiastic
- Consistently aims to achieve objectives
- Demonstrates pride in the job
- Provides constructive ideas
- Works to overcome obstacles by taking a solution-oriented, constructive approach to problem resolution
- Keeps going in the face of adversity

INNOVATIVE

- Consistently seeks and identifies new ways of influencing CSGNT development
- Generates imaginative and creative ideas
- Challenges the status quo
- Seeks continuous improvement
- Able to grasp new ideas and translate them into practice
- Recognises and overcomes obstacles to innovation
- Produces the not so obvious solutions to problems

COMMUNICATION

- Ensures important, relevant information is communicated regularly
- Demonstrates good listening skills
- Communicates politely in both written and verbal communication
- Able to establish relationships at all levels both internally and externally

CUSTOMER FOCUSED

- Provides regular feedback to external customers
- Listens to and anticipates customer's needs and ensure these are communicated to the team
- Proactively engages with the customer and recommends solutions or improvements
- Provides an excellent service to external customers
- Monitors and follows up actions
- Quickly acts to resolve any customer problems or complaints
- Demonstrates a willing and enthusiastic attitude in dealing with the customer
- Displays CSGNT core competencies at all times

SELF STARTER

- Initiates action in order to achieve objectives
- Sees opportunities and acts quickly to put ideas into practice
- Uses initiative to put forward constructive suggestions
- Can be relied upon to work without supervision where appropriate in order to complete a task or project within a set timeframe

ADDITIONAL MANAGEMENT COMPETENCIES

LEADERSHIP

- Inspires trust and confidence and provides clear direction for the team
- Stimulates others to take on challenges
- Creates an organisational environment where positive attitudes can flourish
- Inspires and creates 'hearts and minds' in our people
- Inspires team to achieve aims across all areas of the company
- Is able to uplift others when faced with difficulties or disappointments
- Communicates effectively to a large internal and external audience
- Able to write complex written reports
- Keeps staff informed about organisational policy and strategy and emerging threats and opportunities
- Provides ongoing feedback to staff and constructive suggestions for improving performance and developing the individual
- Provides challenging opportunities for enhancing skills and experience within the team
- Encourages staff to take ownership of their own personal development
- Shares knowledge and seeks learning opportunities