



## **Westward Housing Group – Organisational Competencies**

### ***Achieving Results***

Able to explain the aims and objectives of the business.

Able to translate the business objectives into the achievement of the aims and objectives of the department, project or scheme.

Able to explain how own role contributes towards achieving the aims and objectives of the business.

### ***Providing Direction***

Is non discriminatory in all dealings with staff, partners and stakeholders and recognise and promote the value of a diverse workforce.

Ensure compliance with, and the promotion of, the Group's Equal Opportunities and other equality policies.

### ***Working with People***

Build and use an effective network of contacts to ensure co-operation with internal and external customers.

Support and assist team members and other members of staff within the Group.

Share experience and information with others for the benefit of the team and the organisation.

Understand the priorities and needs of other members of the team.

Participate effectively in team meetings and team decisions.

Support team decisions, even if personal views differ.

Help to facilitate good teamworking relations within the team and the Group.

### ***Personal Skills***

Demonstrate effective, active listening skills.

Identify and select appropriate communication channels, eg e-mail/face to face/written.

Use clear, concise and logical language when speaking/writing and avoid jargon.

Effectively deal with conflict and hostile situations.

Negotiate effectively using influencing, persuading skills.

Display confidence in own judgement to reach appropriate decisions within field of operation.

Be creative and innovative when solving problems.

### ***Managing Self***

Prioritise work to meet tight deadlines.

Be flexible to meet new deadlines.

Make good use of time to effectively juggle a number of activities.

Manage a varied workload.

Pay attention to detail.

Keep up to date with changes in policies, procedures and processes in the workplace.

Be pro-active in identifying own training and personal development.

### ***Facilitating Change***

Demonstrate support for innovation and change needed to improve organisational effectiveness.

Facilitate the implementation and acceptance of change within the workplace.

#### ***Managers only:***

Address resistance to change in an effective manner to bring about acceptance to the change process.

Encourage others to identify different and innovative approaches to achieve better, efficient methods of work or address problems.

Facilitate team thinking to problem solve and apply creative thinking to new methods of working, which gains acceptance to change and the implementation of change.

Help team members to develop a clear understanding of what they need to do differently as a result of team or organisational change.

Adapt quickly and flexibly to new demands and change.

### **Use of Resources**

Understand the relationship of budgetary constraints and resources. ***(Managers only)***

Monitor expenditure and resources to ensure spending is within own budget and make modifications as necessary. ***(Managers Only)***

Review methods of working to enhance the service to customers and achieve value for money.

Proficiently use:

- Word/Excel 2003
- Outlook 2003
- Appropriate business information systems

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