

Hackney CVS Competency Framework for the Operational Delivery of Strategic Objectives Staff Competencies

Delivering a Professional Service

Delivering a professional service that contributes to organisational effectiveness by:

Championing Service Improvements

Understands organisational requirements and implements professional services that supports the organisations vision and values.

Valuing our Communities

Presents a positive image of the organisation through seamless service delivery and people engagement.

Providing Professional Credibility

Applies professional knowledge and skills in ways that add value to our diverse VCS, communities, partners and Hackney CVS.

Team Work

Builds organisational capability to meet current and future needs through continuous learning by:

Working Collaboratively

Works collaboratively across teams in ways that value diversity and add to the efficiency to Hackney CVS.

Developing Knowledge and Skills

Continuously developing knowledge and skills to meet current and future business needs.

Communicating with Impact

Communicating in ways that support productive working relationships across the organisation.

Analysing Improving and Changing

Analyses and uses evidence to inform improvement and deliver change by:

Analysing and Using Evidence

Uses information to understand service delivery objectives and provides solutions for improvement.

Improving Performance Continuously

Seeks and implements ways of improving performance.

Using Resources Flexibly

Uses organisational resources flexibly and creatively in ways that support sustainable development.

Flexibility and Adaptability

Adapts to a rapidly changing organisational landscape and maintains high standards of delivery by:

Engaging with Change

Engages with change in support of HCVS strategic objectives.

Supporting Operational Developments

Develops ways of incorporating operational developments to enhance the end to end Hackney CVS experience.

Demonstrating Flexibility

Maintains a flexible approach to the support the changing needs of Hackney CVS and the communities that we serve.

Senior Leadership Team Competencies

Delivering a Professional Service

Implementing Service Improvements

Adapts services to meet the changing needs and priorities of the business by:

- Demonstrating an understanding of how the operating model supports the objectives of the organisation.
- Developing ways of working that enhance the end to end Hackney CVS experience.
- Promoting ways of working that supports the aims, vision and values of the organisation.

Valuing Our Communities

Makes the VCS and Hackney CVS communities feel valued by:

- Using insight to engage with the VCS and our communities to identify ways to improve service delivery.
- Developing working practices that imbed equality, diversity and inclusion.
- Seeking opportunities to promote a positive image of Hackney CVS and our services.

Building Professional Credibility

Builds community confidence in the professionalism of the organisation and the services it provides by:

- Offering advice and making recommendations that are underpinned by up to date knowledge and expertise.
- Identifying, advising on and applying best practice to enhance service delivery.
- Critically appraising professional practices and approaches of self and others to improve the service offered to the VCS and the communities that we serve.

Managing People and Performance

Delivering Results

Manages own and others' performance to ensure outputs are delivered on schedule and to the required quality by:

- Setting clear job descriptions and supporting aspirations that are in line with business needs.
- Putting in place clear delivery plans and monitoring progress and outcomes in regular 1:1 meetings and end of year appraisals.
- Identifying, assessing and managing risks in order to minimise their impact on performance.
- Ensuring compliance and addressing non-compliance with Hackney CVS policies and procedures.

Deploying People and Resources Effectively

Is flexible and creative in deploying resources to best effect by:

- Making best use of people's skills and capacity to deliver business objectives.
- Consider diversity needs when planning and allocating work.
- Taking action to increase efficiency.
- Demonstrating flexibility and creativity in delivering with less resources.
- Consider sustainability issues and encouraging others to assess the environmental impact of their work.

Managing Finance

Works within budget limits to deliver best value for money by:

- Considering budget limits when allocating resources.
- Analysing the impact across the organisation before committing to financial developments.
- Advising on cost implications of plans and activities.
- Monitoring income and expenditure and demonstrating where savings can be made and/or efficiency improved.

Building Capability

Developing Knowledge and Skills

Takes responsibility for developing knowledge and skills in order to increase the capacity and flexibility of individuals, the team and the wider organisation by:

- Identifying development opportunities for self and others and linking individual learning to business goals.
- Helping others to learn from their daily work.
- Supporting and encouraging others in their development.
- Encouraging the sharing of knowledge and making sure learning is embedded.
- Giving constructive feedback.

Working Collaboratively

Develops mutually supportive relationships and encourages team and partnership working that values diversity by:

- Identifying, involving and influencing colleagues to achieve positive outcomes.
- Resolving conflicts and tackling inappropriate behaviour with Hackney CVS policies and procedures.
- Fostering an inclusive working environment in which people from diverse communities can contribute confidently.

Communicating with Impact

Uses communication skills to promote understanding and facilitate working relationships by:

- Communicating clearly and concisely using the most appropriate medium for the audience.
- Listening to others and understanding their concerns and needs and allowing them to feed into solutions.
- Confirming that communications have met their purpose.

Leading Through Change

Improving Performance Continuously

Identifies new opportunities and implements tools and processes that support the aims and objectives of Hackney CVS by:

- Examining existing ways of working to find where improvements can be made.
- Monitor the VCS landscape (financial, political, social, environmental, technological) to stay informed of any developing trends.
- Exploring diverse views and ideas from partners, team members and through cross team collaboration.
- Engaging expert support to assist with analysis when appropriate.

Engaging with Change

Takes a positive approach to implementing changes and secures commitment to change by:

- Explaining and presenting change in a positive way to others.
- Consulting with those affected by changes and responding constructively to suggestions and concerns.
- Recognising the positive contributions of others to make and facilitate change.

Leading

Leads by example to deliver business results by:

- Demonstrating integrity at all times.
- Motivating others.
- Provides and communicates clear direction to achieve Hackney CVS strategic aims.

