

Competencies for Slough Leaders and Managers

Managing people performance

Managing individual and team performance to achieve objectives, and developing high performing teams. Consistently applying all HR and organisational policies and procedures, ensuring a fair and consistent approach to all.

Delivering the best outcomes

Planning service delivery, setting and monitoring performance targets and managing risk. Recognising areas for improvement and challenging and improving ways of working. Managing assets, business processes, information, and resources effectively.

Managing money and resources

Understanding the reasons for driving down costs and delivering value and recognising the responsibility associated with the use of public finance. Working within SBC financial and regulatory frameworks to manage resources to optimise delivery of services.

Leading change

Communicating a compelling view of the future and leading, managing and implementing sustainable change directly or through others

Working for our customers

Actively listening to, influencing and working positively with customers, community groups and the general public to deliver the best possible services. Building support and agreement and safeguarding and promoting the welfare of our customers and clients

Developing and retaining talent

Recognising, developing and using expertise in others effectively while continually developing own knowledge and skills

Working with partners

Establishing and managing a variety of ways of delivering service through others, such as procurement, informal and formal partnerships, joint ventures and outsourcing. Effective collaboration to deliver mutually beneficial partnership outcomes.

Solving problems and being creative

Taking appropriate initiatives, anticipating and resolving problems systematically by fact finding, analysis and considering options to come up with realistic and achievable solutions. Thinking laterally, using flair and imagination to develop and implement improvements and making informed decisions, engaging and involving others as appropriate

Strategic working

Developing and applying the strategic agenda of the council and/or service by understanding the bigger picture and through joined up working

Political awareness

Understanding the role of politics and politicians, being accountable to and managing the expectations of Councillors and the public.

Project, programme and workload management

Organising and managing work to meet deadline and project and/or programme objectives, while ensuring the quality of outputs