

East Ayrshire Leisure's Core Competencies



DELIVERING RESULTS

Is focused on achieving outcomes. Understands the relevance of their own role to the work of the Trust. Links all activity to the delivery of the Community Plan, Single Outcome Agreements, Service Strategies and plans and East Ayrshire General Employee Review (EAGER) objectives. Acts quickly to resolve problems. Seeks appropriate guidance without delay. Is committed to delivering Best Value.

CUSTOMER FOCUS

Keeps the customer at the centre of all service delivery. Delivers all services in accordance with the Customer Service Charter. Develops and maintains good customer relationships by working positively with both internal and external customers to identify and meet their needs.

PERSONAL EFFECTIVENESS

Takes responsibility for own actions and behaviours and is self-aware. Takes responsibility for own safety. Builds constructive relationships with all colleagues and service users. Uses time and other resources effectively and efficiently. Plans and schedules for effectiveness. Operates within the Trust's Code of Conduct and all relevant policies and procedures in the context of delivering high quality services.

COMMUNICATION

Ensure all communication, both verbal and written, including electronic communication, is effective and meets its intended objective. Takes care to communicate the right thing, at the right time, to the right people. Adapts communication to meet the needs of the intended audience. Follows relevant Trust and service specific requirements, commitments and guidelines. Communicates proactively and constructively to deliver results.

WORKING TOGETHER

Recognises that better results are achieved through working together rather than working alone. Engages positively with others to maximise effectiveness and the delivery of outcomes. Engages in, and promotes, effective team working. Commits to the Trust's values and seeks to build effective partnerships where appropriate. Seeks win/win outcomes.

CONTINUOUS IMPROVEMENT

Delivers continuous improvement in all service delivery to improve effectiveness and efficiency. Actively seeks ways to do things better. Uses research and evidence to inform change. Integrates new and old ideas to establish positive change. Assesses risk appropriately. Is committed to delivering Best Value.

LEADING

Is committed to the delivery of excellent public services. Understands the political environment in which they lead. Secures commitment to the vision of the Trust and sets clear direction for the team. Thinks to the future. Builds and supports high performing teams. Assesses systems and processes on an organisational wide basis. Understands and manages risk.

MANAGING PEOPLE

Delivers results through others. Manages people and services in line with the Business Plan and relevant Service Plan. Establishes clear performance expectations. Is fair and equitable. Builds effective and productive teams. Develops individuals in line with their job roles. Motivates and encourages. Involves and empowers. Recognises the contribution of others. Secures commitment to change. Ensures implementation of the Trust's policies and procedures.

MANAGING FINANCES & OTHER RESOURCES

Uses resources and budgets effectively and efficiently. Recognises the financial implications of decisions and actions. Ensures service delivery is effective and efficient and within budget. Monitors and manages efficient use of all resources including time. Ensures delivery of relevant areas of the Business Plan. Delivers Best Value. Sets high quality standards. Complies with all Trust policies, practices and procedures available to secure value for money and effective support service delivery e.g. PECOS. Plans for the long term.