



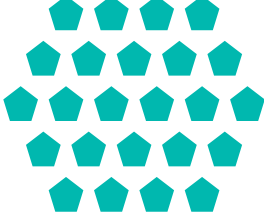


# CORE competency grid

The competencies have been designed so they reflect the different levels you are expected to work at, e.g.

**All employees** should be working to the 'All Colleagues' level across the framework.

**People Managers** should be working to the 'All Colleagues' level' as well as the 'People Manager' level.

**Leadership** should be working to all three levels - 'All Colleagues', 'Manager' and 'Leadership' level.

	Customer Focused	One Team	Respect	Enthusiastic
<b>All Colleagues</b> 	<ol style="list-style-type: none"> <li>Understand and anticipate customers' needs and responds with a positive first response to their individual needs and enquiries.</li> <li>Sets customer expectations appropriately by giving and keeping clear and realistic timelines.</li> <li>Takes individual responsibility for continuous improvement.</li> <li>Takes every opportunity to support customer engagement – residents' views and input are sought, listened to and used to improve Optivo services.</li> <li>Always takes a 'right first time' philosophy, consistently being solution focused and flexible in approach in order to achieve positive outcomes.</li> </ol>	<ol style="list-style-type: none"> <li>Focuses on working together to secure the best outcome for Optivo, its customers and partners.</li> <li>Creates opportunities to build shared understanding of own and others responsibilities in order to create value for money.</li> <li>A consistent and unwavering commitment to efficient, effective and fully compliant working.</li> <li>Takes time to share information and good practice in all interactions.</li> <li>Creates a supportive and collaborative environment, actively building strong relationships with colleagues, customers and partners alike.</li> </ol>	<ol style="list-style-type: none"> <li>Actively promotes equality, respects diversity and actively encourages inclusivity.</li> <li>Builds trust by encouraging and actively listening to the views of others.</li> <li>Always makes and takes the opportunity to give honest feedback respectfully.</li> <li>Champion respect for all individuals, team and promote the value of all roles.</li> <li>Consistently supports and empowers colleagues, customers and partners to deliver to their maximum potential and develop their expertise.</li> </ol>	<ol style="list-style-type: none"> <li>Demonstrates a positive 'can do' attitude.</li> <li>Committed and passionate about meeting and exceeding customer expectations and Optivo objectives.</li> <li>Proactively shares skills, knowledge and expertise to get things done.</li> <li>Always happy to try and embrace new / different approaches to secure efficiency and effectiveness.</li> <li>Takes opportunities to give praise and celebrate success.</li> </ol>
<b>People Manager</b> 	<ol style="list-style-type: none"> <li>Creates an environment where teams are empowered to put customers first.</li> <li>Actively promotes, role models and celebrates a 'right first time' approach and excellent customer service.</li> <li>Takes time to establish underlying needs of customers beyond those initially expressed.</li> <li>Actively identify areas where service levels can be improved, identify gaps and implement solutions.</li> </ol>	<ol style="list-style-type: none"> <li>Demonstrates commitment to realising the potential of all colleagues through understanding the skills, knowledge and experience of their team and providing opportunities for professional growth.</li> <li>Highlights the link between the team's targets to show how they'll directly contribute to achieving Optivo's strategic objectives.</li> <li>Credits individual contributions and acknowledges team accomplishments.</li> <li>Being aware of own leadership style and adapting to get the best out of others.</li> </ol>	<ol style="list-style-type: none"> <li>Creates an environment where all colleagues are able to realise their potential and share ideas.</li> <li>Ensures team members value diversity.</li> <li>Adopts a zero tolerance approach and actively challenges prejudice.</li> </ol>	<ol style="list-style-type: none"> <li>Recognises their role in knowledge sharing, highlighting and sharing good practice from their team.</li> <li>Have an optimistic outlook, focus on solutions and build on the strengths of people ad projects despite obstacles and challenges.</li> <li>Create opportunities to be innovative and think about things differently, bringing new ideas to life in a practical and cost effective way.</li> </ol>
<b>Leadership</b> 	<ol style="list-style-type: none"> <li>Uses customer needs and operational feedback to drive business strategy, policies and operational practice.</li> <li>Sets high standards and goals for customer service satisfaction and ensures these are met by role modelling and implementing change for improvements.</li> <li>Forms strategic and diverse groups / partnerships to improve services.</li> </ol>	<ol style="list-style-type: none"> <li>Finds opportunities to build new coalitions and enhance collaboration with stakeholders and colleagues to ensure high performance.</li> <li>Encourages and promotes cross team working and collaboration, putting team work at the heart of decision making.</li> </ol>	<ol style="list-style-type: none"> <li>Instigates change and works to encourage open, honest dialogue implementing an inclusive work and learning environment.</li> <li>Strategic decision making is carried out reflecting cultural issues and perspectives gained through consultation with others.</li> <li>Actively promotes Optivo's Diversity Strategy commitment to progress women and BAME colleagues more proportionately.</li> </ol>	<ol style="list-style-type: none"> <li>Proactively seeks out and seizes opportunities to further Optivo's mission.</li> <li>Delivers Optivo's 'BRILLIANT' leadership standards.</li> <li>Motivate and inspire others to be ambitious, creating a positive and high performing culture.</li> <li>Champion a high energy and enthusiastic environment which supports colleague's creative input.</li> </ol>