

## **Service Delivery**

- Understands the organisations objectives/priorities and how they fit in
- Plans and organises tasks effectively
- Structured/methodical approach to achieve outcome
- Manage multiple tasks by thinking things through, prioritising and managing time
- Focuses on outcomes by working quickly and accurately and seeking guidance if required

***Please describe a specific occasion when you have had to manage your time effectively in order to complete a task***

**Why did you have to manage your time effectively in order to complete the task?**

**How did you manage your time effectively in order to complete the task?**

**What did you consider to make sure you completed the task?**

**What was particularly good or effective about how you managed your time?**

**What difficulties did you experience and how did you overcome them?**

## **Professionalism**

- Acts with integrity
- Takes ownership to resolve problems
- Acts on own initiative
- Upholds professional standards
- Challenges inappropriate behaviour
- Seeks for and then acts on feedback
- Learns from experience
- Remains calm under pressure
- Defuses conflict

***Describe a Specific Occasion When You Have Intervened to Take Control of a Situation***

**Why was it necessary to intervene?**

**What did you do to take control?**

**What did you consider when intervening?**

**What was particularly good/effective about how you intervened to take control?**

**What difficulties did you experience and how did you overcome them?**

## **Decision Making**

- Gathers , verifies and assesses information to gain a full understanding of situation
- Considers options available
- Makes a decision that is timely and justifiable
- Reviews decisions when circumstances change/new information arises
- Takes account of costs, risks and benefits
- Are aware of wider impact of decisions
- Exercises discretion/uses professional judgement
- Ensures action and decisions are proportionate

***Describe a specific occasion when you have considered a number of options before making a decision***

**Why was it necessary to consider a number of options before making a decision?**

**What did you consider when identifying the options?**

**What did you consider when making the decision?**

**What was good/effective about how you identified options/made the decision?**

**What difficulties did you experience and how did you overcome them?**

## **Working with others**

- Seeks cooperation from others
- Helps and supports colleagues willingly
- Develops positive working relationships
- Explains things well-focuses on key points
- Listens carefully and asks questions to clarify understanding
- Expresses their view positively and constructively
- Persuades by stressing the benefits of an approach
- Keeps people informed/manages expectations
- Courteous and polite showing empathy and compassion
- Treats everyone fairly and without prejudice

***Describe a specific occasion when you have encouraged a person to view an issue more positively***

**Why was it necessary to encourage the person to view the issue more positively?**

**How did you encourage the person to view the issue more positively?**

**What did you consider when encouraging the person to view the issue more positively?**

**What was good/effective about how you encouraged the person?**

**What were the difficulties and how did you overcome them?**