

COMPETENCY FRAMEWORK FOR LOCAL GOVERNMENT AUDITOR

Leadership & Strategic Direction:

- Actively contributes to the development of the strategies and policies of the Department/ Organisation
- Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise
- Leads and maximises the contribution of the team as a whole
- Considers the effectiveness of outcomes in terms wider than own immediate area
- Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks
- Develops capability of others through feedback, coaching & creating opportunities for skills development
- Identifies and takes opportunities to exploit new and innovative service delivery channels

Management & Delivery of Results

- Takes responsibility for challenging tasks and delivers on time and to a high standard
- Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances
- Ensures quality and efficient customer service is central to the work of the Department
- Looks critically at issues to see how things can be done better
- Is open to new ideas, initiatives and creative solutions to problems
- Ensures controls and performance measures are in place to deliver efficient and high value services
- Effectively manages multiple projects

Building Relationships/Communication

- Presents information in a confident, logical and convincing manner, verbally and in writing
- Encourages open and constructive discussions around work issues
- Promotes teamwork within the section, but also works effectively on projects across Departments / Sectors
- Maintains poise and control when working to influence others
- Instils a strong focus on Customer Service in his/her area
- Develops and maintains a network of contacts to facilitate problem solving or information sharing
- Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system

Judgment & Decision Making

- Researches issues thoroughly, consulting appropriately to gather all information needed on an issue

- Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data)
- Integrates diverse strands of information, identifying inter-relationships and linkages
- Makes clear, timely and well-grounded decisions on important issues
- Considers the wider implications of decisions on a range of stakeholders
- Takes a firm position on issues s/he considers important

Specialist Knowledge, Expertise and Self Development

- Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and recognised by people internal and external to the Department
- Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role
- Maintains a strong focus on self-development, seeking feedback and opportunities for growth.

Drive and Commitment to Public Service Values

- Is self-motivated and shows a desire to continuously perform at a high level
- Is personally honest and trustworthy and can be relied upon
- Ensures the citizen is at the heart of all services provide
- Through leading by example, fosters the highest standards of ethics and integrity