

LEVEL 2 – OFFICER

COMPETENCIES

Overview of KSB Competency Framework

Competencies are the personal attributes of an individual, described in terms of behaviour, which are key to effective job performance within a particular role.

KSB have a core competency framework in place which is designed to define the individual competencies for each level across the organisation. This is intended to provide transparency and support team members in achieving their career goals.

The competency framework spans across 10 core competencies in total as detailed below. KSB have 7 job grading levels across the organisation, and the competency framework builds on each level with expected behaviours increasing as team members progress through the organisation.

Below is a summary of the competencies for Level 2 – Officer.

1. Behaving Ethically

- Build on understanding of the organisation's environmental vision and values

2. Operational Delivery

- Demonstrates sufficient knowledge, experience and skills within operational area and project(s)
- Takes on more challenging and complex work and project(s)
- Develops a friendly and professional relationship with stakeholders

3. Communication

- Keeps stakeholders up to date with progress on assignments
- Uses the appropriate communication method i.e. telephone, face to face, email, letter etc.
- Demonstrates a high level of verbal and written communication skills
- Effectively communicates with stakeholders

4. Teamwork & Collaboration

- Actively listens and considers the views and actions of others
- Willingness to share information and ideas
- Makes time for other employees across the organisation

5. Financial Awareness

- Develops awareness in understanding KSB's revenue streams
- Demonstrates a sound level of knowledge of the funding in the area working in
- Displays basic financial management
- Develop an understanding of how we price work

6. Business Development

- Identifies opportunities with existing and new stakeholders / funders and potential cross selling opportunities
- Knowledge of the organisation's services and activities to recognise upselling opportunities for management
- Develop an understanding of new opportunity pipeline
- Support bid, proposal and tender draft preparation through preparing and drafting information
- Networking internally across departments
- Actively promotes a positive image of the organisation

7. Planning & Organisation

- Effectively manages daily and weekly workload and priorities effectively
- Forward plans workload with the assistance from management

8. Leadership & Management

- Undertakes supervision of Level 1 – Assistant / Intern employees as required
- Assists junior members of the team with development as required
- Delivers on the job training
- Leads by example

9. Problem Solving

- Uses knowledge, experience and resources to assist in problem solving
- Pro-actively seeks solutions to problems
- Proactively generates ideas and improvements to current practices

10. Personal Effectiveness

- Manages own development
- Responds to client needs in a timely and professional manner
- Shows a commitment to undertaking difficult tasks