

Adaptive Partner

Planning & Delivering Excellence

Focuses on planning ahead and working in a systematic and organised way. Drives customer and stakeholder satisfaction through the delivery of a high quality service or product. Demonstrates agility in adjusting priorities and leveraging resources in order to drive value for the Partnership and customer.

Collaborating & Supporting

Works collaboratively and builds trust with others. Delivers and seeks formal and informal feedback and takes any necessary action. Able to challenge constructively. Takes a democratic approach to working with others in order to drive high levels of performance. Makes effective internal and external connections.

Agility & Resilience

Demonstrates resilience and embraces the need to change. Manages pressure effectively and copes well with setbacks. Knows when to let go and change direction or to look for an alternative approach. Looks for opportunities to learn and improve. Seeks to add value to the Partnership and customer at the earliest point possible.

Customer Centric

Applying Insight & Analytics

Regularly collects and reviews insight to anticipate customer and business needs. Monitors progress and makes any necessary adjustments in order to delight the customer. Gets to the heart of complex problems and issues with an analytical approach to decision making.

Customer & Performance Focus

Puts the customer at the heart of everything. Results driven. Focuses on delivering outcomes that delight the customer and create sustainable value for the Partnership. Drives and monitors performance against clear goals.

Creativity & Innovation

Steps back from the detail and views situations from a broad perspective in order to generate innovative solutions. Draws inspiration from a wide range of internal and external sources. Demonstrates a creative curiosity to deliver commercial solutions that delight the customer.

Specialist in People

Empowered Partner

Engages, empowers and motivates self and others. Initiates action and takes responsibility for driving higher levels of performance in themselves and others, in line with Partnership objectives. Creates an environment for others to feel comfortable being open and honest, taking risks and experimenting.

Unlocking Potential

Is self aware and continuously seeks to develop themselves and apply their learning and knowledge to their work. Supports others in their development. Shows sound judgement but is comfortable with taking risks and demonstrates how they have learnt from their mistakes. Seeks challenging or unfamiliar assignments when the opportunity arises. Coaches others to develop and grow.

Communicating & Influencing

Communicates and influences with authentic enthusiasm. Has an engaging way of communicating and persuading others to their point of view. Able to convey complex messages with clarity. Organises their communication effectively. Adapts their communicating and influencing style to achieve successful outcomes.