






CSA Competency Framework Matrix

		AA / AO
	Improving performance	<p>Delivering and assessing own performance</p> <ul style="list-style-type: none"> ○ Consistently deliver a quality service that meets the standards and approaches set for my area of work, for instance mystery shopper requirements ○ Take timely decisions within my area of responsibility, supported by facts and evidence ○ Review my performance to build on successes and identify areas for improvement ○ Update and improve my diversity related knowledge in relation to own area of work <p>Improving performance continuously</p> <ul style="list-style-type: none"> ○ Improve my performance by working towards SSMART (stretching, specific, measurable, achievable and agreed, relevant, timely) objectives and learning from colleagues ○ Pay attention to detail to minimise errors ○ Make suggestions to improve team performance ○ Consider a range of approaches when determining how to do things better
	Making the best use of resources	<p>Delivering efficiently within agreed resource constraints</p> <ul style="list-style-type: none"> ○ Deliver consistently to agreed priorities, standards and timescales ○ Actively plan and manage my daily workload to meet targets and deadlines ○ Use available information to plan and assess my progress against agreed performance and work objectives ○ Suggest solutions when discussing problems <p>Reducing resource usage</p> <ul style="list-style-type: none"> ○ Seek to identify areas where improvements can be made to reduce costs and improve the use of resources (e.g. time, money) ○ Seek ways to reduce waste and encourage colleagues to do the same <p>Managing risks and compliance</p> <ul style="list-style-type: none"> ○ Identify and report issues that may put at risk the successful completion of my work (for example a barrier to customer service) ○ Consistently apply Child Maintenance and Enforcement Commission policies and business procedures relevant to my role
	Building constructive working relationships	<p>Communicating effectively</p> <ul style="list-style-type: none"> ○ Be honest and open at all times ○ Adapt my communication style (for example verbal, written, face-face) to build relationships with others who may work differently ○ Present my views in a clear and concise way, building on the views of others <p>Working effectively with others</p> <ul style="list-style-type: none"> ○ Provide constructive and timely input and feedback when working with others ○ Actively listen to allow others to fully present their views ○ Seek and respond appropriately to the diverse views, concerns and feelings of others <p>Contributing to team performance improvement</p> <ul style="list-style-type: none"> ○ Support my manager and team members to achieve team objectives ○ Promptly resolve issues that affect delivery outcomes ○ Challenge behaviour that negatively affects joint working or team performance

	Developing self and others	<p>Taking responsibility for learning and self development</p> <ul style="list-style-type: none"> ○ Seek feedback on my strengths and development needs, acting on suggestions for development ○ Accept and give constructive feedback in an open and supportive way ○ Take ownership for my own learning, monitoring my progress against agreed targets or objectives ○ Be open to new ways of learning <p>Applying learning to improve personal performance</p> <ul style="list-style-type: none"> ○ Apply the lessons from both successful activities and when things go wrong ○ Develop a solid understanding of my business area/job role in line with business needs ○ Apply skills and knowledge learned from learning and development to the best of my ability <p>Contribute to team development</p> <ul style="list-style-type: none"> ○ Share learning with others ○ Seek out new challenges for personal development which benefit self, team and the Child Maintenance and Enforcement Commission
	Leading through change	<p>Supporting colleagues through change</p> <ul style="list-style-type: none"> ○ Make time to work with and help others during times of change and uncertainty ○ Respect others' rights to have different opinions <p>Engaging in process of change</p> <ul style="list-style-type: none"> ○ Understand the reasons for change in order to make a positive contribution ○ Make helpful suggestions to support wider changes ○ Be flexible and willing to implement colleagues' ideas if practical and appropriate ○ Address issues that block the progress of change <p>Implement change despite initial reactions</p>
	Engaging effectively with customers (internal and external)	<p>Clarifying customer requirements and expectations</p> <ul style="list-style-type: none"> ○ Treat all customers fairly and equally showing consideration and understanding of their needs ○ Actively engage with customers to understand fully the customer circumstances and requirements, by asking open questions and actively listening ○ Make sure the customer understands what the likely result will be <p>Delivering services to the customer</p> <ul style="list-style-type: none"> ○ Take actions which progress customer enquiries to the next stage in a timely manner ○ Provide information and advice to enable customers to help themselves ○ Use the knowledge of my business area, information and systems, and my skills to deliver the best possible service ○ Respond appropriately to diverse customer needs in line with Child Maintenance and Enforcement Commission diversity policies and equality legislation <p>Providing better services to the customer</p> <ul style="list-style-type: none"> ○ Take action to sort out straightforward customer complaints ○ Seek and act on customer feedback