

Leadership and Management Competence Profile for On-Site Technician

Key Theme	Key Area	Competence
MANAGING SELF	Manage yourself	Manage personal development
		Manage own professional development within an organisation
		Develop, maintain and review personal networks
PROVIDING DIRECTION	Provide leadership, vision and direction	Provide leadership and direction for own area of responsibility
		Set objectives and provide support for team members
		Manage or support equality of opportunity, diversity and inclusion in own area of responsibility
		Promote equality of opportunity, diversity and inclusion across an organisation
	Provide Governance	Support the culture of an organisation
		Establish risk management processes in own area of responsibility
		Manage risk in own area of responsibility
		Review risk management processes in own area of responsibility
FACILITATING INNOVATION AND CHANGE	Facilitate innovation and change	Ensure compliance with legal, regulatory, ethical and social requirements
		Support team members in identifying, developing and implementing new ideas
		Contribute to business improvement
WORKING WITH PEOPLE	Manage human resources	Implement change in own area of responsibility
		Managing grievances
	Manage teams	Plan, allocate and monitor work of a team
		Plan, allocate and monitor work in own area of responsibility
		Manage conflict in a team
	Develop and support individuals	Support learning and development within own area of responsibility
		Support individuals to develop and take responsibility for their performance
		Address performance problems affecting team members
	Build and sustain relationships	Develop working relationships with colleagues
		Work productively with colleagues and stakeholders
		Develop working relationships with colleagues and stakeholders
		Lead and manage meetings
USING RESOURCES	Manage financial resources	Participate in meetings
		Manage a budget for own area of activity or work.
	Manage physical and technical resources	Implement, monitor and review health and safety policy in own area of responsibility
		Manage health and safety across an organisation
		Manage physical resources
Manage	Manage the environmental impact of work activities	

Key Theme	Key Area	Competence
	information and knowledge	Manage knowledge in own area of responsibility
		Communicate information and knowledge
		Make effective decisions
	Manage products and services	<i>Not identified as a priority for this role</i>
ACHIEVING RESULTS	Manage business operations and projects	Develop and evaluate operational plans for own area of responsibility
		Plan and manage a project
	Manage marketing	<i>Not identified as a priority for this role</i>
	Manage sales	<i>Not identified as a priority for this role</i>
	Manage customer service	Manage customer service in own area of responsibility
	Manage quality and performance	Manage quality systems
		Prepare for and support quality audits