

### Leadership and Management Competence Profile for Off-Site Technician

Key Theme	Key Area	Competence
<b>MANAGING SELF</b>	Manage yourself	Manage personal development
		Manage own professional development within an organisation
		Develop, maintain and review personal networks
<b>PROVIDING DIRECTION</b>	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
		Support the culture of an organisation
	Provide Governance	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
Ensure compliance with legal, regulatory, ethical and social requirements		
<b>FACILITATING INNOVATION AND CHANGE</b>	Facilitate innovation and change	Support team members in identifying, developing and implementing new ideas
		Contribute to business improvement
		Implement change in own area of responsibility
<b>WORKING WITH PEOPLE</b>	Manage human resources	Examine staff turnover issues 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
		Developing collaborative relationships with other organisations
		Lead and manage meetings
	Participate in meetings	
<b>USING RESOURCES</b>	Manage financial resources	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 physical resources
		Manage the environmental impact of work activities

Key Theme	Key Area	Competence
	Manage information and knowledge	Promote knowledge management across an organisation
		Communicate information and knowledge
		Make effective decisions
	Manage products and services	Procure supplies
		Manage a tendering process
		Outsource organisational processes
<b>ACHIEVING RESULTS</b>	Manage business operations and projects	Develop and evaluate operational plans for own area of responsibility
		Monitor and review business processes
		Manage a programme of complementary projects
		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		