

Leadership and Management Competence Profile for Team Leader Supervisor

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	
		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	
	FACILITATING INNOVATION AND CHANGE	Facilitate innovation and change	Contribute to business improvement
WORKING WITH PEOPLE	Manage human resources	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	<i>Not identified as a priority for this role</i>
		Manage physical and	Implement, monitor and review health and safety policy in own area of responsibility
Manage physical resources			

Key Theme	Key Area	Competence
	technical resources	Manage the environmental impact of work activities
	Manage 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>
		<i>Not identified as a priority for this role</i>
		<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	Prepare for and support quality audits	