



Leading CLD

WEEK 3 PRESENTATION

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Group 2

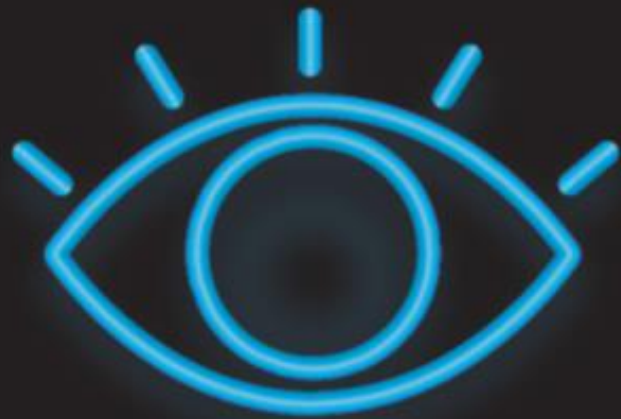
- ▶ Group 2 - Section 3. The 21st Century Public Servant is recruited and rewarded for generic skills as well as technical expertise.
- ▶ **Challenge:** Do recruitment practices get the right balance between generic and technical skills?
- ▶ How can people be recruited on the basis of values as well as skills?

3 Key Themes

- ▶ **Multi disciplinary Vs Generic** – Multi disciplinary problem solving was felt most productive way forward. Knowing who to go to. Not eroding skill sets but more collaborative working with each person bringing specific skills. Everyone needs to buy in to it. Locality focused working promotes this. Increase in place based planning. More generic as councils become smaller? Flexible and agile workforce.
- ▶ **Compassion and empathy** – Value skills for good relationships. “Relationships take a huge amount of resource”. Everyone has a front facing role. “You need public servants who account for themselves less by what is easy to measure and more by the relationships they have with people”
- ▶ **Engaging citizens** - Building around communities needs

Recruitment

- ▶ Renfrewshire Council, East Dunbartonshire and North Ayrshire Council – all 3 Local Authorities have competency based recruitment. Operate similar recruitment standards.
- ▶ However, North Ayrshire Council stands out as they recruit based on set of shared Council values. These are value based competencies – Focus, Passion, Inspiration. Links it to 21st Century public servant.
- ▶ In North Ayrshire, these form part of every part of recruitment. Framework includes: Council Strapline, every job role profile, application short listing process and integral to interview process.



FOCUS

we put our customers first
we understand the bigger picture



PASSION

we take pride in the jobs we do
we are ambitious for our community



INSPIRATION

we all look for better ways to deliver our services
we achieve the best results by working together

Making the Connection.

These three values will be at the heart of everything we do, no matter how big or how small that task is.

We know that these values are right for us, because they came from the people who live and breathe them – you.

We talked to people right across the organisation and listened to what they said about what working for North Ayrshire Council means to them and what would make things better.

We used their comments and feedback to develop the ideas outlined in this booklet.

FOCUS

we put our customers first
we understand the bigger picture

- ▶ Provide excellent customer services
- ▶ Meet and, where possible, exceed the expectations of internal and external customers
- ▶ Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these
- ▶ Know how the work we do fits into the overall performance of the Council

Passion

we take pride in the jobs we do
we are ambitious for our community

- ▶ Take ownership of our own actions and performance
- ▶ Reflect on the work we do and consider how it could be improved
- ▶ Have a positive impact on the lives of our customers and their communities
- ▶ Push the boundaries to help our customers and communities realise their potential

Inspiration

we all look for better ways to deliver our services
We achieve the best results by working together

- ▶ Find new ways to deliver improvements, efficiencies and value for money
- ▶ Embrace change with enthusiasm and creative ideas
- ▶ Work together and creatively produce the best outcomes for our customers and communities
- ▶ Plan all activities with the end goal in mind



INTERVIEW ASSESSMENT GRID

(to be used in conjunction with the Role Profile)



Post: Advert Ref No: Page of

Note: Use the scoring ranges on the reverse of this grid.

Name	Essential / Desirable Criteria					Staff Values & Behaviours			General		Total Score	Offer	Regret
	Education & Qualifications	Experience	Specialist Knowledge	Skills & Abilities	Other	Focus	Passion	Inspiration	Quality of responses to questions	Presentation Skills (if appropriate)			
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