



Level 1

To do this effectively each of us needs to:

- Understand the importance of **distributed leadership** – recognising we can all be leaders wherever we are in the organisation
- Take responsibility and **hold ourselves and others to account** for what we've said we'll do
- **Manage risk**
- Make sure we **comply with legislation and procedures**

BEHAVIOURS

What this looks like when we're at our best ...

- We face up to things – we learn from mistakes and move on
- Every day's a school day – we look for ways to improve, we're open to feedback to help us develop
- We step up, take ownership and deliver a great job
- We're open about what we're doing and encourage input from others
- We make every penny count – we spend public money wisely
- If we see something that needs changed, we do something to change it
- We do what we say we'll do

What this looks like when we're at our worst...

- That's not my job
- Moaning but not doing anything about it
- Hiding things or sweeping them under the carpet
- Micro-managing
- Slopey shoulders
- Being hypocritical
- Saying one thing and doing another

KNOWLEDGE

Distributed leadership

I understand

- Where and how I can make my voice heard

SKILLS

Distributed leadership

I show I can

- Join debate and discussion on issues that affect me and my work

Holding self and others to account

I understand

- Continuous Review and Development and my own personal objectives in this
- My development needs

Holding self and others to account

I show I can

- Plan and prioritise my work to meet deadlines and deliver on outcomes
- Effectively and professionally respond to customer enquiries and complaints

Managing risk

I understand

- How to raise concerns about issues that may put colleagues or customers at risks
- My responsibility for ensuring my own and others’ health and safety

Managing risk

I show I can

- Work in a healthy and safe manner
- Maintain confidentiality

Complying with procedures

I understand

- The rules and guidelines applicable to my role including relevant policies, processes, guidance, regulations and legislation
- The Council’s media, communication and social media protocols
- My responsibilities for complying with data protection (GDPR) and other information governance requirements
- My responsibility for Child and Adult Protection
- My responsibility for dealing with enquiries and complaints within approved timescales

Complying with procedures

I show that I can

- Work consistently within relevant policies, processes and guidance and seek clarification as required
- Fully comply with data protection and information governance requirements