

Overview of all the competency headings for all 9 job families

Administrators'	Working in a Team (1)	Communicating Effectively (2)	Achieving Results (3)	Personal Effectiveness (4)	Focusing on Service Users (5)	Complying with Health and Safety (6)						
Ancillary	Working with Others (1)	Communicating Effectively (2)		Being Committed and Reliable (5)		Working Safely (4)	Demonstrating Technical Ability (3)					
Community & Social Care	Working with Partners (1) Working with Team Members (2)	Communicating Effectively (3)	Achieving Results (7)		Looking After Service Users' Best Interests (4) Earning Service Users' Trust (5)	Complying with Health and Safety (9)	Encouraging Professional Development (8)	Working with Change (6)				
Frontline and Customer Care	Working Effectively with Others (1)	Communicating Effectively (2)	Achieving Results (5)	Demonstrating Professionalism (7)	Meeting Customers' Needs (3)	Maintaining Safety and Well-being (6)	Demonstrating Technical Ability (4)					
Middle Managers	Working in Partnerships and Teams (2)	Communicating Effectively (3)	Achieving Results (7)		Focusing on Service Users (8)			Managing Change (4)	Implementing Strategy (5)	Political Knowledge and Awareness (9)	Managing Resources (6)	Developing and Motivating People (1)
Strategic Management	Working in Partnerships and Teams (2)	Communicating Effectively (3)	Achieving Results (7)		Focusing on Service Users (8)			Leading Change (4)	Working Strategically (5)	Political Knowledge and Awareness (9)	Managing Resources (6)	Developing and Motivating People (1)
Skilled Manual Workers	Working with Others (1)	Communicating Effectively (2)		Being Committed and Reliable (6)	Working with Service Users (3)	Working Safely (5)	Demonstrating Technical Ability (4)					
Supervisory	Working as a Team Member (2)	Communicating Effectively (3)	Achieving Results (7)	Managing Time (5) Being Accountable (6)	Focusing on Service Users (8)	Complying with Health and Safety (10)	Encouraging Professional Development (9)	Incorporating Change (4)				Leading and Motivating (1)
Technical, Specialist and Professional	Working in Partnerships and Teams (1)	Communicating Effectively (2)	Achieving Results (5)	Being Accountable (8)	Focusing on Service Users (6)		Professional Expertise and Development (3)	Creating and Responding to Change (7)			Managing Resources (4)	

