Start Here
Do you have line management responsibility for staff?

Yes
Do you manage people who manage other people?

Yes
Are you a Head of Service or above?

STRATEGIC MANAGER (ST)
E.g. director; chief executive; head of service.

No
SUPERVISOR (SU)
E.g. team leaders; seniors; supervisors; ‘in charges’; deputy managers.

Yes
MIDDLE MANAGER (MM)
E.g. area manager; general manager.

No
Is your job primarily focused on the community or social care?

Yes
COMMUNITY & SOCIAL CARE (CC) (including Social Care Professionals)
E.g. family aide; care worker; social worker; school nurse; support worker; youth worker; teaching assistant.

No
Are you a skilled manual worker?

Yes
FRONTLINE & CUSTOMER CARE (FL)
E.g. frontline staff; library assistants; leisure centre attendant; customer service representative; tour guide; host; switchboard operator; waitress; bar staff.

No
SKILLED MANUAL WORKER (SM)
E.g. electrician; welder; mechanic; carpenter; fitter; plumber; mechanic; beautician.

No
TECHNICAL, SPECIALIST & PROFESSIONAL (TS)
E.g. solicitor; engineer; IT specialist; planner; environmental health officer; trading standards officer; tutor; psychologist; lab technician.

No
Is your job mainly administrative?

Yes
ADMINISTRATOR (AD)
E.g. clerical worker; secretary; clerk; personal assistant; admin officer.

No
ANCILLARY (AN)
E.g. kitchen assistant; cleaner; stores assistant; driver; domestic assistant; cemetery operative; streetcare operative.

The Decision Tree
This decision tree has been designed to help you to identify which of the competency frameworks will be most relevant for you in your current role, or your team members in their roles, or for roles you are looking to recruit to. You may also use it to identify the appropriate framework linked to other jobs you may consider applying for in the future.