



Performance and Development System

Competency Framework

We work with others to provide high quality electronic property registration and information, and to provide added value services that meet the needs of Government and fulfil the expectations of our customers.

We must ensure that we set a good example to all those with whom we work by delivering high quality work, communicating clearly and fluently, listening and responding, advising and guiding, and doing what we promise to do within the time frames we agree.

We aim to secure the confidence of the Scottish Parliament, the legal profession, and the public by handling our affairs diligently and responsibly, and maintaining high standards of productivity and quality.

We value those who value and respect others; although much of our work demands individual contribution we believe it is important for us to work together to achieve our Vision and our Business Plan objectives.

The statements in this framework reflect the Agency's values, they are not exhaustive; they are a guide to and examples of what is expected in all aspects of our work.

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Competency	Definition	Expected Behaviours
Relationships	This is how we work together and develop relationships to foster trust and integrity.	<ul style="list-style-type: none"> ▪ Value and respect one another whatever your role ▪ Co-operate with colleagues, make time for other people, be approachable and willing to help ▪ Share knowledge and work together to solve problems ▪ Accept other views and feedback ▪ Communicate clearly and constructively
Maintaining Standards	This is about making a positive contribution to achieving the Agency's vision and business goals.	<ul style="list-style-type: none"> ▪ Understand your role and how it contributes to achieving the Agency's business goals ▪ Get the process right first time ▪ Contribute to the development and improvement of working practices and or policies ▪ Adapt positively to changing duties/situations, deadlines and work practices, willing to take on new tasks or roles ▪ Demonstrate an understanding of and adhere to Agency policies
Managing Yourself	This is how you take responsibility for managing yourself as an individual and as part of a team.	<ul style="list-style-type: none"> ▪ Be aware of how your actions impact on others and the Agency and act responsibly ▪ Prioritise and plan effectively to make best use of time and resources ▪ Recognise and address areas of further development ▪ Anticipate problems and take appropriate action
Managing Others	If you manage as well as taking responsibility for your self-management, this is how you lead your team to deliver and to improve performance.	<ul style="list-style-type: none"> ▪ Address difficult issues, work with others to resolve conflict and differences ▪ Communicate effectively and motivate others ▪ Clearly make and support decisions ▪ Be open and acknowledge work done well ▪ Ensure team is knowledgeable about what they have to achieve ▪ Improve performance by managing team's learning and development ▪ Value the diversity of the team
Customer Focus	This is about how we value and respect our internal and external customers and deliver our services.	<ul style="list-style-type: none"> ▪ Be aware of the requirements of customers ▪ Keep customers properly informed, manage expectations realistically, and deliver satisfactorily ▪ Be polite and courteous at all times, display tact and diplomacy regardless of the problem or request ▪ Respond positively to feedback to actively improve overall service