

DWP Competency Framework for the Finance Profession

Delivering a Professional Service

Providing a Professional Finance Service by:

Delivering a Customer Focused Service

Develops and delivers customer-led services by:

Analysing, Improving and Changing

Analyses and uses evidence to inform improvement and deliver change by:

Managing People and Performance

Manages people and resources, and applies project and programme management techniques, to achieve high performance and value for money by:

Building Capability

Builds capability to meet current and future business needs through continuous learning and by communicating in ways that support productive working relationships by:

Leading

Leads by example to deliver business results by:

Knowing the Business

Understands both the local and wider financial framework of the organisation and the impact of their contribution to business performance.

Responding to Customer Needs

Seeks to understand customer requirements and deliver services that are responsive to diverse customer needs.

Analysing and using Evidence

Uses information to understand performance and make decisions.

Deploying People and Resources Effectively

Uses resources flexibly and creatively in ways that promote diversity and support the principles of sustainable development.

Developing Knowledge and Skills

Develops knowledge and skills to meet current and future business needs.

Demonstrating Integrity

Demonstrates integrity at all times.

Demonstrating Finance Expertise

Understands and delivers suitable finance practices which lead to organisational success, always applying professional standards.

Providing Excellent Customer Service

Meets customer needs through excellent customer service.

Improving Performance Continuously

Seeks and implements ways of improving performance.

Delivering Results

Manages performance to deliver business objectives and meet performance standards.

Working Collaboratively

Works collaboratively in ways that value diversity and add to efficiency.

Providing Direction

Provides and communicates clear direction to achieve DWP strategic objectives.

Acts as a Change Agent

Makes organisational change happen using cutting edge techniques and practices.

Engaging with Change

Implements change in support of DWP strategic objectives.

Managing Finance

Monitors and manages finances to ensure value for money.

Communicating with Impact

Communicates in ways that promote understanding and maintain confidentiality.

Building Personal Credibility

Demonstrates the organisations values, builds trust and proactively contributes to organisational success.

Delivering a Professional Service

Demonstrating Finance Expertise

Understands the organisation and contributes to its success by:

- Delivering Finance services in a professional, responsible, accessible, value for money way;
- Using information to inform Business Financial decisions and making improvements within Finance;
- Continuously updating and developing relevant knowledge;
- Ensuring confidentiality, and practicing Finance to the highest ethical standards.

Building Personal Credibility

Communicates confidently across the organisation by:

- Where an opportunity arises in your role, recognising that you act as a partner to serve the business;
- Listening, questioning and communicating in an influential and engaging way;
- Presenting clear and concise information in response to queries. Delivering outputs on time and to the agreed standard.

Delivering a Customer Focused Service

Responding to Customer Needs

Investigates, understands and responds to the needs of customers – internal and external – by:

- Using appropriate questioning techniques;
- Building and maintaining excellent relationships with customers;
- Responding to customer feedback;
- Treating all customers fairly and with regard to diverse needs.

Providing Excellent Customer Service

Delivers excellent customer service by:

- Using skills and resources to deliver the best possible service;
- Dealing with customer requests, queries and problems;
- Meeting customer service standards and requirements.

Analysing, Improving and Changing

Analysing and Using Evidence

Uses information to assess progress and make decisions by:

- Identifying and interpreting relevant sources of information;
- Organising information in a way that helps analysis;
- Extracting and presenting information appropriately.

Improving Performance Continuously

Looks for better ways of working to improve performance of self and team by:

- Reviewing own performance to identify areas for improvement;
- Considering a range of approaches when determining how to do things better.

Engaging with Change

Helps make changes work by:

- Seeking clarification if unsure about reasons for change;
- Supporting the implementation of change by making constructive suggestions;
- Helping others during times of change and respecting their rights to different views and ideas.

Managing People and Performance

Delivering Results

Knows what is required in their day to day work and takes responsibility for working to a consistently high standard by:

- Agreeing role requirements with those they report to and work with;
- Planning and managing day-to-day workload to meet agreed targets and deadlines;
- Consistently applying policies and procedures that are relevant to the role;
- Recognising and reporting risks to the successful completion of work;
- Making best use of the available technology and ensuring security of personal and other official information.

Building Capability

Developing Knowledge and Skills

Develops the knowledge and skills needed to meet the requirements of the job and the objectives of the team by:

- Understanding their own strengths and development needs, taking into account feedback from others;
- Seeking new and better learning and development opportunities, including those available as part of their daily work activity;
- Applying and sharing skills and knowledge learned;
- Giving constructive feedback to colleagues.

Leading

Demonstrating Integrity

Displays integrity and honesty by:

- Keeping promises and fulfilling commitments;
- Being able to admit when they have made a mistake;
- Building relationships which balance achieving the task with an appreciation of others' needs.

Deploying People and Resources Effectively

Makes best use of own time and other resources by:

- Monitoring how their time is used and proposing more efficient ways of working;
- Reducing wastage and encouraging others to do the same;
- Considering the environmental impact of their actions.

Working Collaboratively

Adopts a business-like approach to working relationships that respects diversity and contributes to effective team working by:

- Listening and responding positively to people with differing views and opinions;
- Providing honest and constructive feedback and challenging negative behaviours;
- Working with others to achieve team objectives;
- Responding appropriately to diverse needs of others.

Managing Finance

Helps to achieve value for money by:

- Applying relevant financial and procurement procedures;
- Considering value for money of all their actions;
- Raising relevant queries on financial reporting.

Communicating with Impact

Communicates clearly taking account of individual need by:

- Adapting communication style to the needs of the audience;
- Presenting own views clearly and building on the views of others;
- Safeguarding personal and other sensitive, official information.