

# Skills Profile

## Band I (M2 Manager)

Skill/Competency Ratings 1.= Excellent, 2.= Very Good, 3.= Good, 4.= Area for Development, 5.= Unsatisfactory	Rating 1-5
<b>Know-how - Level 6</b>	
Carries out the working practices, procedures and advanced theories across a specialist area, or an equivalent level of organisational policy and procedures	
Uses knowledge of Safety, Health and Environmental policies, procedures and regulations, including risk in own area and/or across other areas of work	
Utilises a range of ICT systems across own work area	
Keeps costs within agreed levels for own section/team	
Uses, interprets, analyses and communicates more complex numerical information	
Level 7 qualification e.g. Post Graduate Certificates and Diplomas, or Level 6 qualification e.g. Bachelor Degrees, Graduate Certificates and Diplomas; <b>plus</b> post qualifying experience <b>Or</b> Evidence of the equivalent level of knowledge gained through work experience	
<b>Communication Skills - Level 4</b>	
Exchanges complicated or sensitive information with a range of people, orally and in writing	
Communicates and persuades groups of people and deals with various points of view effectively	
Produces non-standard documents using varied and creative styles to suit the needs of the audience	
<b>Decision Making Skills - Level 5</b>	
Makes decisions as to how to operate within own work area	
Deals with a degree of uncertainty in making decisions where some facts may not be known	

<b>Problem Solving Skills - Level 5</b>	
Uses an analytical approach to solve complex situations or problems	
Analyses and interprets varied and complex information from several sources	
Uses lateral or creative problem solving where there is little precedence to draw on	
Produces long-term solutions and strategies	
<b>Manager Competencies</b>	
<b>Strategic Awareness:</b> Sees the wider picture and works in a joined up way with others	
<b>Leadership:</b> Gives direction to others and leads by example	
<b>Performance Focus:</b> Works to deliver continuous improvement of services	
<b>Customer Awareness:</b> Works in partnership with others to meet customer needs and expectations	
<b>Dignity and Respect:</b> Promotes equality, and treats all people fairly and with dignity and respect	
<b>Managing With and Through People:</b> Builds and maintains constructive and open working relationships with others	
<b>Communicating and Engaging with Others:</b> Communicates facts, ideas and proposals to others clearly and persuasively	

[Click Here](#) for a further breakdown of the Manager Skills & Competencies Framework