

Finance Competencies

BEHAVIOURS				
	Senior Manager	Manager	Admin Staff	
COMPETENCIES	Accuracy	Pays attention to the status and details of submissions. Reviews documents before sign off for precision.	Verifies data before presenting it. Recognises and corrects errors.	Double checks things personally to ensure accuracy. Has work checked by others before finalising it. Monitors accuracy of own transactions.
	Effectiveness	Weighs alternatives/solutions in relation to the impact they have on the bottom line. Looks for opportunities to do things that will have a positive impact on increasing the achievement of objectives of the Finance Directorate as a whole.	Analyses the costs and benefits of potential activities or projects before proceeding	Ability to 'get things done.' Carry out tasks to successful conclusion. Ability to produce the desired result. Meet objectives.
	Effective Communication	Identifies the critical issues to be communicated in a complex situation. Fosters effective communication with others.	Uses analogies effectively to explain concepts. Uses simple examples and describes problems in terms of cause and effect. Takes into account how different audiences are likely to react and chooses best method of communicating message. Adapts to different audiences	Communicates effectively. Considers the best way to present a clear message that will get the point across. Willingly share information with colleagues. Listens with sensitivity.
	Flexibility	Is open to change and considers alternative strategies. Changes strategy/position to one that has best chance of success.	Views problems from other perspectives as well as their own. View change as a healthy and normal part of growth in the Municipality.	Adapts to different circumstances. Is able to deal with unforeseen circumstances and 'roll with the punches'
	Leadership	Understands the need to achieve Municipality's objectives through others and gives employees room to act. Guides and directs subordinates.	Helps others, gives feedback and support. Takes responsibility for developing employees. Creates opportunities for development.	Encourages two-way communication and conducts conflict resolution when needed. Guides fellow employees.
	Innovation	Finds solutions to recurring problems and enhances existing systems.	Creates or seeks out new systems or methods that are better, more efficient and more cost effective.	Tries to improve on previous ways of doing things and looks for more than one solution to a given problem.
	Personal Standards	Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of setbacks/resistance. Pushes self and others for results.	Has high but realistic standards against which they measure their own performance and demand more of themselves than people demand of them. Seeks feedback on their performance and uses it to monitor personal improvement.	Has an underlying concern for doing things better. Seeks opportunities to take projects from start to finish. Gets bored with unchallenging work and seeks new challenges against which to test abilities.
	Initiative	Recognises opportunities for action that seem to escape others. Seeks out information needed to solve problems and persists in getting job done even in the face of obstacles.	The motivation to direct effort toward achieving challenging goals and remain determined even when things get difficult. Sees their work in a broader perspective than just demarcated in their job description.	Improves personal performance. Creates own measures of excellence. Adheres to agreed objectives and deadlines. Is motivated to achieving goals.
	Teamwork	Facilitates effective outcomes. Values importance of all contributions to group accomplishments. Resolves differences of opinion by seeking mutually acceptable solutions to problems.	Encourages and involves other team members. Raises issues of concern with other team members. Acknowledges and praises the contribution of others to team goals.	Actively participates on the team. Looks for opportunities to assist the other members of the team. Willingly participates in group discussions.
	Technical Knowledge	Forms opinions and conclusions that are technically sound and well-founded. Recommends opportunities for enhancement. Undertakes continuous professional development.	Acts as resource to others, shares new technology. Accurately diagnoses technical problems. Understands interrelationships between systems.	Takes an interest in increasing technical knowledge. Keeps current with systems applicable to own working group.
	Problem-solving	Able to assess alternatives. Is aware of formal and informal joint problem-solving techniques and takes a range of perspectives into account when making a decision. Weighs pros and cons, cost vs benefits, risks and alternatives when considering the impact of alternative actions on possible solutions.	Identifies and consults others and implements creative and practical solutions to problems. Searches for a win-win solution for the team. Able to identify alternatives.	Brings issues and problems to the attention of the team, escalating where needed. Able to clarify description of problem and analyse cause.
	Compliance	Displays a working knowledge of legal guidelines for Finance Directorate and makes sure these rules are laid down. Emphasises importance of top-down implementation.	Stays current with regulatory activities. Complies with legal and regulatory guidelines. Ensures that compliance to laws/regulations are met.	Observes policies. Alerts management to questionable practices.
	Commitment	Focuses on long term good of the Municipality. Takes tough stands. Defines vision of the future for the Directorate.	Anticipates and meets Municipality needs. Is dedicated to achieving Finance Directorate objectives.	Actively supports the Municipality. Shows dedication to Municipality.
	Internal Auditing	Helps the Finance Directorate accomplish objectives by installing systematic and disciplined procedures to improve risk management and governance. Provides independent and objective evaluations. Consider all angles, pros and cons and implications.	Presents effective recommendations. Continually adding value and improving operations of the Finance Directorate.	Utilises appropriate methods. Displays dedication to thoroughness. Understands financial terminology.
Results Orientation	Reviews schedules/reports to monitor progress. Contributes to Municipality's success. Anticipates obstacles when planning, setting realistic timeframes.	Contributes to departments success. Meets commitments, alerts others to difficulties as they arise. Adheres to agreed budgets.	Improves personal performance. Creates own measures of excellence. Adhere to agreed objectives and deadlines.	