

➤ Achieving Better Public Services - The Work of the Audit Commission

Competencies



In order to use staff well, modern organisations focus their attention upon specialist skills, such as those required by the qualified accountants who work for the Audit Commission. They also concentrate upon a range of other ways of behaving and doing their job. Having this broad focus helps an organisation reach its mission more easily. Core competencies are the standards that people have to accomplish if they are accepted to perform for the Audit Commission at a certain level. The Audit Commission has a variety of core competency headings at a range of levels. These depend upon the particular role of each employee. For example, a competency profile at one level requires the following core competencies.

Each is split into very specific requirements that they need to undertake their role:

- * understanding clients
- * managing the business
- * developing services
- * using judgment
- * communicating and relating to others
- * being technically knowledgeable and informed.