Trade Competency Framework

**CUSTOMER FOCUS**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| Is always professionally dressed and looks smart |  |  |  |
| Keeps the site clean at all times |  |  |  |
| Demonstrates care towards the customer’s property and possessions |  |  |  |
| Is punctual and reliable |  |  |  |
| Communicates any delays immediately |  |  |  |
| Is professional and courteous at all times with customers |  |  |  |
| Can take complaints and criticism without taking it personally |  |  |  |
| Listens more than talks when dealing with complaints |  |  |  |
| Takes complaints seriously, is not dismissive |  |  |  |
| Smiles openly when greeting customers |  |  |  |
| Shows consideration for the customer at all times |  |  |  |
| Responds to messages from customers promptly |  |  |  |

**RESULTS FOCUS**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| Follows instructions and when appropriate raises issues with line manager |  |  |  |
| Approaches their work in a methodical manner, ensuring that correct preparation is undertaken |  |  |  |
| Demonstrates an ability to plan all jobs well so that they are done in the most efficient way |  |  |  |
| Manages all stock levels appropriately ensuring that there are no outages |  |  |  |
| Completes jobs within realistic timelines and without compromising on the quality of work |  |  |  |
| Steps back from a difficult situation to understand what is going on and why |  |  |  |
| Has excellent attention to detail and strives to do a good job |  |  |  |
| Sees learning as an on going process, and there is always room for improvement |  |  |  |
| Demonstrates an eagerness to learn and continuously improve |  |  |  |
| Increases productivity levels in line with experience |  |  |  |

**TEAMWORK**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| Sees mistakes as opportunities for improvement, acts on them and in a respectful manner |  |  |  |
| Builds good, effective working relationships with their colleagues |  |  |  |
| Takes an interest in other colleagues’ activities in regards to both productivity and health and safety |  |  |  |
| Works effectively as part of a team, to do what needs to be done for the customer, putting aside personal wishes |  |  |  |
| Is not afraid of talking to other team members in the right way if they are not performing or carrying out instructions |  |  |  |
| Works with the team to ensure that as a team, they meet deadlines |  |  |  |
| Calms down heated situations |  |  |  |
| Sets a realistic team target and monitors progress |  |  |  |
| Openly recognises the contribution of other team members |  |  |  |
| Is supportive of their colleagues, approachable and responsive |  |  |  |

**OWNERSHIP AND DECISION MAKING**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| Takes full ownership for their work and avoids blaming others |  |  |  |
| Takes the time to think of an appropriate solution to a problem themselves without looking for direction |  |  |  |
| Is very reliable, and punctual |  |  |  |
| Deals with unexpected eventualities in a logical manner and takes responsibility for them |  |  |  |
| Approaches problems in a calm, effective manner, not being afraid of making a mistake |  |  |  |
| Gets the job done within the agreed timelines, but equally takes ownership and stays beyond if necessary |  |  |  |
| Is prepared to go above and beyond to do what is right for the customer |  |  |  |
| Reviews and reassesses plans and priorities on a regular basis |  |  |  |
| Judges issues objectively, avoiding personal bias |  |  |  |
| Weighs up pros and cons of alternative solutions |  |  |  |
| Does not procrastinate, makes quick effective decisions |  |  |  |
| Is proactive in their approach |  |  |  |
| Makes the right decision for the project and communicates with the customer |  |  |  |

**COMMUNICATION**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| Willing to take instructions from peers when necessary |  |  |  |
| Requests stock to ensure it is in place 24 hours before being needed |  |  |  |
| Communicates respectfully and effectively with other team members |  |  |  |
| Listens actively and attentively |  |  |  |
| When circumstances change, communicates to line manager and/or customer |  |  |  |
| Uses appropriate method of communication to match the situation eg phone, text or email |  |  |  |
| Is persuasive without being aggressive |  |  |  |
| Is open and able to accept constructive guidance |  |  |  |
| Is appropriately assertive without upsetting the customer |  |  |  |
| Diffuses tension when faced with an angry or anxious customer |  |  |  |
| Communicates with the customer during each job and upon completion to ensure that they are informed and happy |  |  |  |
| In the event of any accidental damage occurring, informs line manager immediately |  |  |  |