

Leadership Behaviours:

Developing Expertise

Keeping up to date with products, services, systems and procedures.

Thinking and Planning

Anticipates potential problems and opportunities within the planning process.

Communicating Expectations

Sets measurable performance standards, objectives and goals to be achieved.

Structuring Tasks

Demonstrates a systematic approach to organisation and administration.

Leading the Team

Provides leadership which utilises the full potential of the team.

Building Relationships

Works closely with other departments to build effective relations.

Focusing on Quality

Improves quality and service standards by paying attention to detail.

Achieving Results

Focuses on producing results through encouraging high achievement.