Core Competencies

A competency is a skill or attribute that is required to carry out a role effectively. They are normally an important part of job descriptions.

Core competencies apply across all Job Families but their relevance will vary between roles at different levels.

In UCD **12 Core Competencies** have been identified and these are detailed below.

CORE COMPETENCIES	
Building Relationships	• Builds effective working relationships within own area and more broadly, • Encourages cooperation and collaboration in others. • Fosters partnerships to achieve results.
Communicating Effectively	• Engages in written and oral communication that is clear, unambiguous, transparent, and consistent with UCD's Values. • Conveys and shares information and ideas with others, listens carefully, clarifies understanding and considers different viewpoints.
Leading People	• Influences others in a positive way. • Aligns and builds effective teams both within School/Unit/College and across UCD. • Works effectively with senior management and with the University's academic and business communities. • Mentors, motivates and guides others towards achievement of goals.
Managing Change	• Takes a positive approach to tackling work and embraces change. • Invites feedback relating to performance and deals constructively with it. • Fosters an environment of innovation and change. • Ensures appropriate stakeholder involvement and engagement in change programmes/projects. • Ensures change is aligned with UCD's core Values.

CORE COMPETENCIES	
Managing People	• Aligns the right work with the right people; delegates tasks according to people's strengths and interests; Ensures people have the skills and reasonable resources to get things done. • Works to create a strong team. Treats everyone fairly and consistently. Shares accountability when delegating. Involves staff in setting their performance goals. • Provides regular and meaningful feedback that supports individuals to be successful. • Actively supports people in progressing their careers and achieving their potential. • Effectively supports performance challenges.
Managing Stakeholders	• Understands the importance of stakeholder engagement. • Responds to stakeholder needs and manages expectations. • Is sensitive to the different requirements within a diverse University setting. • Develops and maintains strong working relationships with internal and external stakeholders.
Organisational Awareness	• Demonstrates an understanding of UCD in its entirety, including governance structures and regulations. • Demonstrates an understanding of the Higher Education Landscape in which UCD operates.
Planning & Organisation	• Plans and organises own work effectively. • Sets clear priorities and ensures deadlines are met. • Organises activities, separates and combines tasks to deliver outputs according to a clear timeframe to realise School/Unit/College/University objectives.
Project Management	• Ensures project or programme goals, purpose, and criteria for success are clearly defined at the outset. • Clarifies related roles and responsibilities, deliverables, milestones. • Builds a detailed project plan and carefully monitors progress against it.

CORE COMPETENCIES	
Service Focus & Innovation	• Understands and anticipates customer needs. • Acts to provide high-quality products and services to meet expectations of all internal and external stakeholders. • Generates a range of innovative ideas to make systems/procedures more customer friendly.
Taking Initiative	• Makes suggestions for improvements in own work area. • Acts early to address and resolve problems and find solutions. • Is proactive in relation to own development, utilising feedback mechanisms.
Working Strategically	• Develops a vision for the School/Unit/College/University and translates this vision into action. • Aligns the School/Unit/College objectives with the University's goals and objectives. • Communicates UCD's vision in ways that gains the support of others • Sees opportunities across different areas of activity and proactively connects the dots.