

Principal Officer Competency Framework (PO)



Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

Principal Officer Level Competencies

Effective Performance Indicators

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| Strategic Awareness | Anticipates and responds quickly to developments in the broader environment |
| | Recognises what has to be done in order to achieve objectives in CCPC Strategic Plan |
| | Understands the CCPC's strategic context and strategic strengths and weaknesses |
| | Appreciates the wider implications of their decisions, both within and beyond the organisation, as well as anticipating future developments |
| Persuasive Communication | Confident in articulating the CCPC vision, externally and internally |
| | Able to articulate their viewpoint coherently and convincingly |
| | Plans their communications to influence others and negotiates effectively |
| | Appreciates the likely impact of different communications styles and capable of adapting their style to meet the needs of different audiences |
| Decision Making | Rational in their judgements, making decisions based on all aspects of an issue, rather than opinion |
| | Makes timely decisions based on the facts and their own judgement |
| | Resourceful and confident in their ability to deal calmly with problems and make difficult decisions |
| | Independently minded and able to make unpopular decisions when necessary |
| Resilience | Focuses on delivery in a calm and solution-focused manner in the face of challenging circumstances |
| | Copes with stress and remains calm under pressure |
| | Calmly, confidently, and optimistically deals with issues, including criticism and conflict, without overreacting |
| | Flexible and adaptable, demonstrating an ability to change direction, without losing focus, when required |
| Leading People | Manages people effectively, with integrity and objectivity |
| | Assesses the capabilities of others and sets appropriate challenges to develop and stretch them |
| | Motivates team through meaningful performance management (including personal development) |
| | Creates the necessary conditions so staff feel empowered to complete their work in an effective manner |
| Results Orientation | Focuses on desired results and sets and achieves challenging objectives for self and team, while supporting all of the CCPC's functions in equal measure |
| | Single-minded in using all available resources to get the job done and ensuring delivery against strategic goals |
| | Assertive, competitive, and persistent in their drive to enable the CCPC to succeed |
| | Displays self-confidence and a positive and optimistic attitude |