

Competency Set – Farm Staff

<u>Task-Focused Competencies</u>
Technical and Process Knowledge
<p><u>Definition:</u> Demonstrates and applies expertise in the use of processes and equipment.</p> <p><u>Elements:</u></p> <ul style="list-style-type: none">• Technical knowledge of particular areas.• Knowledge of Core Processes and Procedures. <p><u>Behavioural Anchors:</u> Demonstrates specific knowledge and correctly applied practices in areas such as:</p> <ul style="list-style-type: none">• Animal husbandry.• Crop Management.• Horticulture.• Machinery and Equipment Use.• Health and Safety.• Manual Handling.• Stock Control.

Judgement and Analysis
<p><u>Definition:</u> Demonstrates a well thought through approach to core work areas and activities. Assesses and evaluates the status of areas and judges adequacy. Understands and applies instructions and guidance notes.</p> <p><u>Elements:</u></p> <ul style="list-style-type: none">• Analysis and understanding of issues, instructions and procedures.• Evaluation of status and adequacy.• Strong awareness of health and safety issues. <p><u>Behavioural Anchors:</u></p> <ul style="list-style-type: none">• Demonstrates strong observational skills.• Analyses processes and work routines to ensure that they are compliant and fit for purpose.• Accurately assesses the condition and status of animals, crops, machinery etc.• Reads, accurately interprets and follows manuals or other written instructions.• Accurately tests and measures quantities and combinations to ensure that they fit specifications.• Sizes up the main elements in an activity or task and figures out the best approach to take.• Is highly vigilant to the hazards posed by machinery and equipment.• Shows a high degree of awareness and compliance with Health and Safety regulations.

Delivering Quality Work

Definition: Plans, prepares and carries out activities and tasks in a methodical and systematic way. Follows process guidelines and standards to a high degree of precision and consistency. Maintains records and equipment in a careful and diligent manner.

Elements:

- Well organised and methodical and in carrying out tasks and activities.
- Highly compliant with standards, guidelines and regulations.
- Maintenance of records, equipment etc in a careful manner.

Behavioural Anchors:

- Plans out work activity in a systematic and methodical way.
- Prepares for work tasks in a methodical way.
- Ensures that machinery and equipment is kept in good working order.
- Carries out tasks and activities in a precise and detail conscious manner.
- Complies accurately with instructions and guidelines on methods.
- Checks the progress of work in a close and regular manner.
- Is conscientious in following through on tasks to full completion.
- Keeps accurate and clear records that comply with requirements.
- Delivers most tasks to the appropriate time and quality standards.
- Is very focused on meeting customer needs.

Interpersonal Competencies

Communication

Definition: Communicates clearly and concisely with others. Checks out and clarifies mutual understanding and ensures that the appropriate people are kept up to date with issues and progress.

Elements:

- Communicating instructions and other information clearly.
- Clarifying what is required rather than assuming.
- Updating others on a regular basis.

Behavioural Anchors:

- Listens carefully and checks understanding rather than making assumptions.
- Gives information to others in an accurate, clear and concise way.
- Makes sure that important information is communicated in a timely way.
- Gets instructions and guidance across to others in a precise and accurate manner.
- Will look for further clarification or guidance if unsure how to proceed.
- Reports in on work in progress on a regular and timely basis.
- Writes notes and reports in a clear and accurate manner.
- Is comfortable speaking in small group settings.

Collaboration and Teamwork

Definition: Works cooperatively with others respecting and valuing their contribution. Provides assistance and support to colleagues. Makes a contribution to the team

Elements:

- Supporting other colleagues and new staff.
- Sharing information openly and respecting the contribution of others.
- Dealing with conflict openly.

Behavioural Anchors:

- Makes a positive contribution as part of a work team.
- Shows respect for the contribution and views of others.
- Is quick to offer assistance or support to colleagues at work.
- Consults and listens to the opinions and advice of others.
- Adapts his/her activities to suit the working pattern of the team.
- Shares information and knowledge fully with the rest of the team.
- Sees all Teagasc staff as being part of the one team.
- Helps new staff to learn how things operate.
- Deals with conflict in an open and mature manner.

Personal Qualities Competencies

Initiative

Definition: Demonstrates a high level of ownership and commitment to the job. Takes the initiative and solves problems. Brings forward ideas and suggestions as to how activities could be organised or done better.

Elements:

- Takes a lot of personal ownership and responsibility in the role.
- Enjoys taking the initiative and solving problems.
- Brings forward improvement suggestions.

Behavioural Anchors:

- Takes the initiative when he she sees that an issue needs to be addressed.
- Acts quickly when a problem arises and doesn't let it fester.
- Takes a "hands-on" approach to resolving routine operating problems.
- Takes personal responsibility for solving routine problems.
- Uses knowledge and experience to help others solve problems.
- Is comfortable working right up to the level of his/her discretion.
- Is comfortable consulting or involving others to help solve a problem.
- Knows when to seek assistance or to refer an issue to a supervisory level.
- Comes up with suggestions for how work activities can be done better.
- Makes improvements to routine work practices.

Flexibility and Openness to Change

Definition: Takes a positive and realistic approach to change (e.g. it will happen so lets adjust to it). Is adaptable and flexible to fit in with whatever situations arise.

Elements:

- Seeing change as a positive opportunity.
- Being flexible and adaptable in work approach.
- Being quick to respond as the occasion requires it.

Behavioural Anchors:

- Adopts a positive approach to change and new challenges.
- Tries new ways of working with an open mind.
- Adapts work style and pattern to meet changing circumstances or demands.
- Shifts fluently and quickly from one activity or priority to another.
- Responds quickly to urgent demands or needs.
- Is comfortable using new technology or equipment.
- Helps others to adapt to change and new challenges.
- Actively looks for new challenges and better ways of doing things.

Resilience and Commitment

Definition: Copes well with the demands and pressures of the job demonstrating a positive outlook and delivering a consistent level of performance. Stays calm and composed when difficulties arise.

Elements:

- Having a positive approach at work.
- Remaining calm and performing consistently in the face of pressure.
- Showing a focus and determination to achieve results and goals.

Behavioural Anchors:

- Maintains a positive performance level when working under high demand.
- Adopts a positive, “can- do” mentality to work.
- Maintains composure when working under heavy demands.
- Keeps calm and collected in a crisis.
- Maintains composure and self-discipline in difficult interpersonal situations.
- Uses effective means to manage own personal response to pressure.
- Puts most attention and effort into the most important aspects of the job.
- Shows a focus and determination in pursuing key goals and targets.

Continuous Improvement Focus

Definition: Has a desire to develop his/her capability and skills pursuing feedback and training opportunities. Practises and applies new skills until they are well honed.

Elements:

- Evaluation and improvement of own performance and capability.
- Being open to feedback and learning from others.
- Mastery of new skills through application and practice.

Behavioural Anchors:

- Puts time into updating own knowledge base and expertise.
- Identifies and effectively follows through on relevant development plans from the PMDS process.
- Critically measures and evaluates own contribution on a regular basis.
- Seeks to improve own performance in critical job areas.
- Actively looks for feedback from others about own performance and acts on it.
- Attends training and learning events and actively contributes.
- Learns from colleagues on the job.
- Practises new skills until they are well honed.