

Summary of Competencies

Stretch & Grow		Look up and out		All in for one NRF	
High Performing People & Teams	Exceptional Client Service	Ambitious Strategy	Business Growth & Innovation	Inclusive Leader	Financial & Commercial Acumen
Identifies, empowers and develops the skills and capabilities to enhance organisational performance and contributions. Supports employees through mentoring, coaching, well-being initiatives, and shares knowledge to support colleagues' development. Plans for the future; builds organisational resilience and supports changes to the business structure. Actively seeks feedback and provides feedback to others to support growth and development.	Delivers high quality, personalised client service that meets and exceeds the clients' expectations. Actively requests and acts on client feedback. Demonstrates excellent stakeholder management; effective communication, responsiveness, builds trust, is adaptable, and a proactive problem solver. Is recognised for quality output and providing a consistently high service. Celebrates joint successes with clients and delivery team	Sets strategy that demonstrates courageous ambition (delivers exceptional results), drives sustainable growth and supports the firm's competitive position through global collaboration. Considers global trends and their impact (positive and negative) on future or existing strategy. Focuses on executing strategy and delivering on long term vision and goals but anticipates and can adapt and pivot to respond to market/ business changes.	Demonstrates an Entrepreneurial mindset. Experiments with new ideas and expands knowledge with external sources . Focuses on developing and maintaining existing client relationships, making connections between colleagues and key client contacts and generating new client relationships. Encourages innovative approaches to win new business, develop client propositions and enhance client service or to improve internal processes and drive efficiency	Creates an environment where all individuals feel valued, listened to, respected and included. Drives diversity and representation, equity and fairness in all aspects of work. Is curious and seeks to understand and learn from different perspectives. Inspires and motivates team members to exceed expectation. Acts with integrity and is trusted by clients and colleagues. Is a champion, for the firm's culture and values. Celebrate individuals and teams (creates unity) who the exemplify the firm's values and culture.	Demonstrates a comprehensive understanding of commercial principles in the context of managing a successful and profitable business. Helps to drive growth and/or to reduce cost. Can analyse and interpret data (including from external sources) to make informed business decisions. Shares best practice to ensure prompt and efficient management of all financial and operational matters. Proactive management of risk; identifying assessing, mitigating and monitoring risks.