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# CORE COMPETENCIES

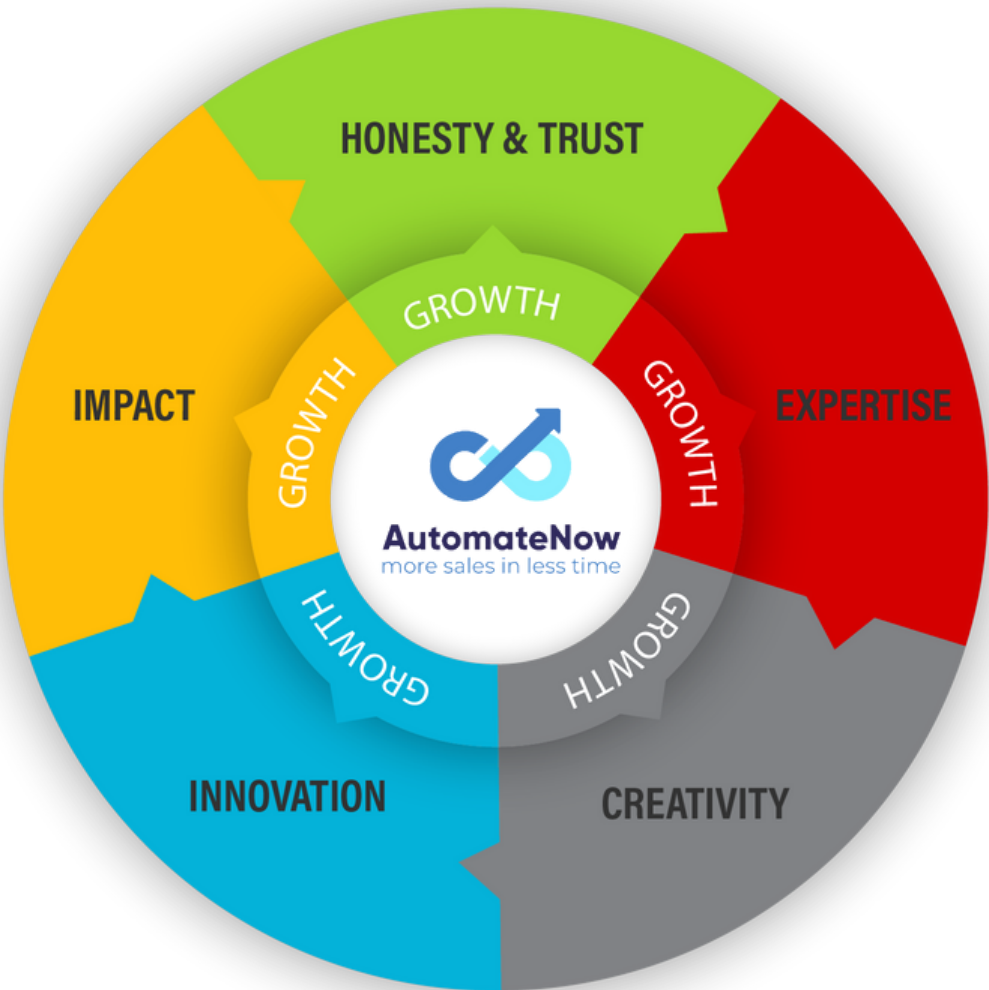
AUTOMATENOW CORE COMPETENCIES  
AND VALUES FRAMEWORK



# AUTOMATENOW CORE COMPETENCIES FRAMEWORK

COMPETENCY	DESCRIPTION
<b>CUSTOMER FOCUSED</b>	You are committed to delivering a high quality service to AutomateNow customers. You proactively identify our client's requirements and constantly strive to enhance service delivery to achieve excellence. You build loyalty and trust in your clients.
<b>PROBLEM SOLVING</b>	You accurately evaluate the implication of new information or events and therefore are able to maintain the ability to horizon-scan while focussing on the task at hand. You know how to ask the right questions to elicit the information needed.
<b>STRATEGIC THINKING</b>	You understand the overall objectives of your client and align each action you take toward that specific goal. You are able to analyse issues and trends and link these to responsibilities, capabilities and overall potential of the approach. You are adept at anticipating emerging crises and opportunities.
<b>DATA-DRIVEN MINDSET</b>	You understand what data to collect and when, and the benefits of blending quantitative and qualitative data to drive decision-making. Aim for constant improvement in iterative cycles.
<b>PLANNING AND DECISION MAKING</b>	You are competent at translating strategy into specific plans to deliver results. You are able to make sound decisions based on robust evaluation of all available options and risks.
<b>ACCOUNTABILITY</b>	You take responsibility and accountability for your own actions and behaviour, acting with a clear sense of ownership. You seek, and accept, feedback and take positive action in response.
<b>EFFECTIVE COMMUNICATION</b>	You are effective in a variety of communication settings: one-on-one, small and large groups, or among diverse styles and position levels. You listen attentively to others. You are confident in the use of a variety of communication methods and storytelling styles, and understand which are appropriate to use depending on the audience.
<b>RELATIONSHIP BUILDING AND COLLABORATION</b>	You easily build trust with clients and colleagues, and foster strong working relationships. You actively encourage and support the development of others, both internally and externally. You treat others with respect, encourage diversity and seek to resolve conflict.
<b>MANAGING CHANGE</b>	You initiate and drive the pace of change and support others to do the same. You react positively and flexibly to change, adapting with pace. You ask incisive questions to promote creativity and fresh ideas. You assess the ongoing impact of change and plan to minimise risk.
<b>LEADERSHIP</b>	You communicate goals and actions clearly and motivate others to achieve them with you. You lead by example, inspire confidence and generate respect. You are able to adapt your leadership style to suit different clients and situations.

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