

LEADERSHIP & SERVICE AWARD COMPETENCIES

	COMMUNICATION	ORGANISING AND PLANNING	PROBLEM SOLVING	LEADERSHIP	TEAMWORK
BRONZE	<p>Communicates knowledgeably to others about their area of volunteer work.</p> <p>Actively listens and responds to instructions.</p> <p>Clearly and succinctly conveys experiences in award submission.</p>	<p>Maintains a balance between volunteering, leadership development and other commitments.</p> <p>Performs tasks as per role description or project brief.</p>	<p>Identifies problems or breakdowns in processes or systems.</p> <p>Reports problems and/or takes appropriate action.</p>	<p>Exhibits personal leadership by displaying integrity, keeping commitments to agreed outcomes and behaving consistently.</p> <p>Gains others' trust by demonstrating empathy, openness and honesty.</p>	<p>Liaises effectively with other volunteers and staff.</p> <p>Participates in meetings.</p> <p>Recognises organisation goals and works with other volunteers and staff to achieve them.</p>
SILVER	<p>Communicates in an appropriate register with various audiences using a variety of media.</p> <p>Delivers presentations or training in a professional way.</p> <p>Prepares award submission with an excellent use of the STAR format.</p>	<p>Shows active time management skills.</p> <p>Creates and implements plans.</p> <p>Demonstrates ability to prioritise in both the short and long term.</p>	<p>Has a contingency plan.</p> <p>Adapts plans in response to changed circumstances.</p> <p>Demonstrates reflective thinking when problem solving.</p> <p>Takes a proactive approach to problemsolving, coming up with innovative solutions.</p>	<p>Demonstrates self-awareness and reflection in award submission.</p> <p>Exhibits leadership of others by taking responsibility for an aspect of a project (e.g. fundraising).</p> <p>Values equity; supports individuals with a diverse backgrounds, styles, abilities and motivation.</p>	<p>Establishes constructive and collaborative relationships.</p> <p>Influences and interacts with a range of people (including figures of authority) constructively.</p> <p>Assesses individual strengths to delegate tasks to others.</p>
GOLD	<p>Makes exceptional use of a range of communication tools, and is able to show that these tools have helped reach a range of people.</p> <p>Demonstrates ability to effectively communicate with diverse groups (peers, figures of authority, key stakeholders and members of the public).</p>	<p>Sets priorities and creates annual plans (e.g. strategic, marketing, evaluation and risk assessment plans).</p> <p>Leads in the implementation of a major project with significant implications.</p> <p>Allocates appropriate resources and co-ordinates with internal and external partners as appropriate.</p>	<p>Proactively identifies opportunities to innovate or improve and initiates efforts to explore alternative solutions.</p> <p>Is proactive in seeking feedback and is timely and efficient in responding to feedback, questions or requests.</p>	<p>Supports others through difficult situations, involving a range of stakeholders, with significant risks, to achieve a positive outcome.</p> <p>Takes the lead in a complex area of work, with multiple stakeholders and/or agencies at different levels to achieve a significant positive outcome for the organisation or peers.</p>	<p>Fully participates and adds value in meetings, often facilitating others' input to ensure a range of views are heard.</p> <p>Monitors the work/progress of a team and takes action to keep them on track.</p> <p>Builds team cohesiveness by helping create a feeling of unity and inclusion.</p>