



Your Homes Newcastle is committed to utilising competency as a framework for assessment in recruitment and selection. Section B in our application form asks you to give details of how you meet the key competencies for the role that you are applying for.

What is a competency?

A competency describes the skills and behaviour needed to effectively perform in a role. All of YHN's job descriptions detail the Core Competencies that are required in all of our jobs. These competencies are:

- **Drive for Achievement**
- **Managing Self and Others**
- **Customer Focus**
- **Business and Financial Acumen** (or Value for Money)
- **Team Working**

Specific competencies (or **Key Deliverables**) detail the competencies that are required for each individual job. A competency could be knowledge, attitudes, skills, values, or behaviours which can be acquired through talent, experience, or training. Examples can be taken from any walk of life, including work, voluntary work, sports and social activities, family life, education... the list is endless!

How to answer a competency based question

A competency based question is looking for you to demonstrate your knowledge, experience or ability through example. The following elements may be useful to consider when thinking about your answer;

Situation	Describe the situation or what you set out to achieve; when, where and with whom.
Action	What action did You take? Try not to focus on what the group or team did without making clear what your own contribution was.
Result	What results did you achieve? What did you learn from the experience?

Example

Situation	In my current role, I tend to have lots of competing deadlines and found that as a result, some deadlines were not being achieved.
Action	I decided to review my work practices, and suggested implementing a 'traffic light' prioritisation system; labelling tasks as red, amber or green depending upon their urgency.
Result	My ideas were accepted and implemented by my whole team, and I now find that I (and my colleagues) are now managing to hit 100% of our deadlines.

If you require any further information on Competency Based Interview processes, then please ring our HR Recruitment Team on either 0191 278 8597 or 0191 278 8595.