



**BUSINESS ADMINISTRATION COMPETENCIES**  
**FRAMEWORK**

## Business Administration Competencies Framework

### Competency Definition:

- Contributes to a positive Health and Safety culture and the achievement of Health and Safety objectives
- Actively manages risk (including Health and Safety) to maximise return on investment
- Understands own role and responsibility with regards to the use and management of information
- Understands own role in all aspects of a project in order to achieve the project objectives appropriately and within agreed time, cost and performance parameters
- Understands own role in all aspects of a delegated budget in order to retain financial control and to ensure adherence to financial standards

		<b>LEVELS</b>			
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>INDICATORS</b>	a)	Understands and complies with MHS Health and Safety Policy. Contributes to creating a safe working environment by ensuring observance of safety procedures and the identification of potential hazards.	a) Contributes to creating a safe working environment by reporting on health and safety performance.	a) Ensures a safe working environment by implementing MHS Health and Safety Policy, monitoring working practices and implementing corrective actions as appropriate.	a) Drives a health and safety culture by ensuring the appropriate management structure is in place to support effective design and implementation of policy and procedures.
	b)	Observes MHS Information Security and Records Management policies and procedures with regards to Freedom of Information and Data Protection. Demonstrates awareness of potential security threats.	b) Effectively manages information security and records management issues within own area of responsibility, including developing knowledge and skills in others. Regularly monitors observance of Information Security and Records Management policies and procedures.	b) Takes action to address shortfalls in information security and records management behaviours. Ensures that staff have received the necessary training and support and take action where required.	b) Champions effective information security and records management across the MHS.
	c)	Can locate the MHS electronic policies & procedures and demonstrates familiarity with the MHS' intranet.	c) Understands the role of, and makes effective use of, the MHS intranet in providing information. Enables others to make best use of MHS e-documents and intranet.	c) Displays proficiency in navigating the intranet, and other work-related sites, to develop professional and technical expertise.	c) Assesses MHS business needs for Information and Communications Technology (ITC) solutions and, with ICT experts, drives the delivery of appropriate solutions.
	d)	Demonstrates understanding of Information and Communications Technology (ICT) requirements to undertake own role and can apply as appropriate.	d) Demonstrates understanding of knowledge of Information and Communications Technology (ICT) facilities available in the MHS. Enables others to develop appropriate ICT skills within existing infrastructure.	d) Helps to ensure Information and Communications Technology (ICT) systems and processes consistently meet the business needs and the needs of internal and external customers. Makes business and efficiency improvements through the use of ICT.	d) Effectively contributes to the development of ICT and management strategies within the context of corporate planning. Understand drivers and constraints for successful ICT delivery.

	<p>e) Creates accurate and timely records as required by own sphere of responsibility.</p>	<p>e) Collates, analyses and reports on data collected to meet business requirements.</p>	<p>e) Interprets and uses information collected to make appropriate business decisions.</p>	<p>e) Determines the data to be captured to meet business needs. Analyses and interprets information to establish strategic direction.</p>
	<p>f) Has a clear awareness of MHS defined project management principles.</p>	<p>f) Understands and uses project management methodologies. Applies MHS defined quality management principles and processes to areas of responsibility.</p>	<p>f) Leads the management of projects. Ensures that MHS defined quality management principles and processes are applied.</p>	<p>f) Champions the role of Programme and Project Management in the MHS and maintains effective relationships with relevant experts.</p>
	<p>g) Has an awareness of general risk management principles. Seeks advice when circumstances occur that affect project milestones or timescales.</p>	<p>g) Applies MHS risk assessment and risk management principles and processes.</p>	<p>g) Anticipates, manages and monitors risks, including the use of market knowledge and appropriate networks.</p>	<p>g) Takes responsibility for the creation and review of the MHS Risk Register and drives Risk Assessment and Risk Management within the MHS. Manages risk within resource decisions and determines targets for improving the utilisation of limited resources</p>
	<p>h) Where applicable, accurately records, monitors, interprets income and verifies expenditure against appropriate budget</p>	<p>h) Appropriately analyses and interprets business data relating to own work area and investigates and reports on variances.</p>	<p>h) Prepares and effectively manages planning, forecasting and monitoring against the delegated budget and takes any immediate action to address any significant deviation from the budget.</p>	<p>h) Prepares and is accountable for the overall management of the delegated budget including the defining of allocations and ensures value for money and added value where appropriate.</p>