

Team Member

Our Team Members contribute to outcomes which support our strategic priorities. Team Members take accountability for delivering and work effectively with peers and customers, making an active contribution to organisational success.

Customer focus

Seeks to understand customers – Actively seeks information to understand customer circumstances, problems, expectations, and needs; uses open-ended questions to explore issues and clarify perspectives and goals.

Builds relationships – Transparently shares information and resources to work together to create positive outcomes; confidently engages with rūnanga representatives.

Communicates simply – Translates complex information and next steps into simple, concise terms that others will understand; uses te reo and knowledge of tikanga to enhance customer interactions; shows empathy for individual customer situations.

Identifies customer service issues – Identifies breakdowns in internal processes and systems that directly impact customer service; takes action to improve processes and applies them in a consistent manner.

Business acumen

Understands the industry – Understands the industry and political environment in which the organisation operates and acts with the public interest in mind; understands the goals of Ngāi Tahu.

Makes informed decisions – Recognises the need for additional information and asks questions to obtain it; involves others in the decision-making process as needed to obtain information, generate alternatives, make the best decision and ensure buy-in.

Questions current practice – Diplomatically challenges popular approaches and opinions to ensure that actions taken are in the organisation's best interests.

Achieving outcomes

Achieves goals – Works tenaciously to overcome obstacles to meet or exceed goals; is dissatisfied until results have been achieved.

Takes action – Makes timely decisions; takes action to pursue an opportunity, address an issue, or prevent a problem.

Persists to deliver results – Corrals energy day-to-day to maintain momentum and a sense of urgency toward desired results; focuses on performance gaps.

Takes personal accountability – Accepts personal risks and/or consequences of failure and persists even in the face of opposition or fear.

Leading change

Reflects on own practice – Reviews day to day activities to identify and implement improvements and keep practice up-to-date; generates options for action to address an issue or opportunity.

Gives thought to suggestions – Consistently remains open to ideas offered by others; supports and uses good ideas to solve problems or address issues.

Identifies innovative opportunities – Proactively offers own innovative ideas and supports others' unconventional approaches; is willing to experiment with innovative products, processes, and services to create new opportunities.

Makes a compelling case for change – Presents logical rationale and recommendations in a manner that clearly links them to critical priorities.

Common purpose

Lives the values – Uses the vision and values as guideposts for conducting own day-to-day activities.

Recognises the values in others' actions – Recognises colleagues whose actions support the organisation's vision and values.

Acts with integrity – Builds trusted relationships by demonstrating openness and honesty, behaves consistently, and acts in accordance with professional and organisational guidelines.

Connects to the vision – Actively questions and gathers information to understand own contribution in delivering the organisation's vision.

Building capability

Provides and seeks timely feedback – Gives timely, specific and appropriate feedback to others; seeks feedback on own performance.

Coaches others – Uses questioning and coaching techniques to encourage and support others to solve challenges.

Builds self-insight – Demonstrates an awareness of own strengths and development needs as well as the impact of own behaviour on others; modifies behaviour based on self-awareness to improve impact.

Evaluates own skill gaps – Diagnoses gaps in knowledge, experience, skills, and behaviour that underpin current and future performance; takes ownership and action to develop performance.