



Isle of Man
Government

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Isle of Man Public Service Careers

Our People Qualities

What they are, what they mean, what they embody

Working together for the Isle of Man

Our People Qualities

Welcome to our document which explains all about the Isle of Man Public Service People Qualities.

We deliver a diverse range of services for the Isle of Man, but we know it isn't just about what we do, it matters to us how we do it.

If you're interested in a career within the Isle of Man Public Service then understanding who we are and how we work will help you understand if we are the right fit for you. It's our values that shape how we work and reflect the expectations we have for ourselves and each other, they guide our decisions and the way we behave and are really important to us.

They are:

- We value, trust and respect each other
- We listen to people and have open communication
- We encourage creativity and innovation

Often referred to as the 3C's, our people qualities support our values and tell you about the traits that we want to see in our people across the organisation. We use them for personal development and when selecting new members to join our team.

The people qualities are applied to all types of career within the public service and the framework outlines behaviours which are expected under each quality at all levels from entry to leadership positions.

They describe how we want you to demonstrate your **Capability**, your **Character** and your **Credibility**.

Credibility

The quality of being believed in: having positive standing and authority

Has open conversations

Respect-shows respect to others, listens and understands, welcomes different opinions.

Clarity-gives direction, provides answers and explains why to

Addresses the issues

Positive outcomes-manages all levels of performance to create improvement

Conflict-prevents conflict where possible, deals with it positively, constructively and confidently

Fairness-demonstrates consistency and equality

Builds supportive relationships

Influence-adapts communication to achieve win-win outcomes, collaborates and compromises for the greater good.

Feedback-provides positive and constructive feedback for supporting improvement , welcomes and values feedback

Network-creates two way, supportive networks internally and externally

Professional and credible

Personal responsibility-delivers on targets and owns their work, responsible and accountable

Impact-presents self and work in a positive way

Customer focused-puts customers at the heart of everything



Capability

The extent of an individual's ability: their capacity and potential

Future focused

Align-works towards a shared direction linked to the IOM Government strategy

Monitor-monitors progress to goals, identifies and mitigates against Challenges

Personal development-continually seeks to develop professionally

Makes considered decisions

Balanced -prepares, understands the true problem, considers impact on tasks and people

Ethical-appropriate for The Public Service, fair, accountable, trustworthy

Timely-acts with urgency, recognises others are impacted by your actions

Encourages innovation and supports change

Improve-creative, seeks innovation for sustainable improvement

Flexible- adapts to change, recognises own way may not be the only way, agile learner and worker

Proactive-aware and anticipating, constantly develops service



Character

The way a person thinks, feels and behaves: their personality and level of emotional intelligence

Trusts and is trusted

Reliable-delivers on promises, sets goals and achieves them, does what they say they will do

Honest-moral courage, authentic, even when the truth is difficult

Inspires, motivates and empowers

Praise-recognises achievement, values the contribution of others, gives credit

Role Model-high personal standards

Personal-understands the individual, gets the best from each person, empathises

Positive energy drive

Resilient-strives to achieve, showing perseverance and commitment

Urgency-applies pace and importance to the right things, focuses, dynamic

Passionate- believes in the service, enthusiastic, speaks positively about The Public Service

