

# Responsibility Characteristics: Leadership Skills

## Influence

Interacts with and influences colleagues. Has working level contact with customers, suppliers and partners. May supervise others or make decisions which impact the work assigned to individuals or phases of projects. Understands and collaborates on the analysis of user/customer needs and represents this in their work.

## Business Skills

- Demonstrates effective communication skills.
- Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures.
- Contributes fully to the work of teams. Appreciates how own role relates to other roles and to the business of the employer or client.