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Functional Banking Department Competency Framework

Who:	A multilateral development bank with headquarters in the City of London.
Critical Issue:	Requested that I create and embed a functional competency framework for all banking department employees.
Reasons:	The Bank wanted to clarify six functional competencies that apply to all banking department staff. Functional competencies are the banking skills, attitudes and knowledge that can be observed as behaviours and that contribute towards how employees should perform their job.
Capabilities Required:	The Bank required support to design a model of banking best practice to show how banking competencies should be used to develop a career and maximise employability and that aligned employee objectives with performance expectations.
What I provided:	I provided the business with these capabilities:
Results:	Banking employees can now accurately define the skills, knowledge, abilities and behaviours essential for successful job performance. The competencies are now used in department recruitment, promotion, appraisal and career development.
Benefits:	<ul style="list-style-type: none">• Department training and professional development activities are more productive, goal oriented and cost effective.• Banking department employees have clear job performance behavioural expectations.• Improved employee mobility, greater flexibility, scale and flex.• The competency framework has provided enhanced clarity and feedback in recruitment, training and appraisals.• Performance appraisals are more concrete.• Enhanced employee development and promotional paths.