

### About the competency framework

The competency framework lists ways a Road User Charge Adjudicator who is working effectively might demonstrate each of the five competency areas.

This framework is aligned to the Judicial Skills and Abilities framework used by Courts and Tribunals Judiciary, and the Judicial College to ensure that role holders are assessed by the same measures at every stage of their career.

When considering your application and taking part in the selection process please think how your experience is transferable to the competencies listed below. Each example you give should apply to a specific competency area. You do not need to address every bullet point in your example or examples, but you should seek to address the competency area as a whole, as expressed in the description under each title.

## Exercising Judgement

Demonstrates integrity and applies independence of mind to make incisive, fair and legally sound decisions

- Applies the relevant law and procedure correctly to progress the case
- Presents decisions clearly, concisely and in a considered way, explaining any misunderstandings in the law
- Demonstrates independence of mind
- Ensures fairness; demonstrates integrity and acts without bias or prejudice, especially in challenging situations

## Possessing and Building Knowledge

Possesses a detailed knowledge of own field of law and practice. Demonstrates an ability and willingness to learn and develop professionally

- Demonstrates a willingness and ability to acquire relevant knowledge of the law
- Demonstrates an ability to acquire knowledge rapidly, especially of unfamiliar or complex subject matter
- Keeps abreast of new tribunal processes and procedures
- Pursues training necessary to work effectively in the role, sharing relevant information and knowledge with others when appropriate

## Assimilating and Clarifying Information

Quickly assimilates information to identify essential issues, develops a clear understanding and clarifies uncertainty where necessary

- Effectively assimilates and processes information from multiple sources
- Identifies, and ensures focus on, all the relevant and factual issues
- Critically analyses information and applies appropriate weight to it in order to reach a reasoned decision

## Working and Communicating with Others

(‘Others’ includes judges and those involved in the administration of justice, as well as all tribunal users)

Values diversity and shows sensitivity to the different needs of individuals. Demonstrates good communication skills and develops effective working relationships with all

- Establishes authority and demonstrates courtesy, gaining the confidence of others
- Communicates effectively both orally and in writing in a manner that ensures understanding by others
- Listens attentively to ensure a fair opportunity to all parties and witnesses to contribute whilst ensuring the efficient disposal of the proceedings
- Shows an awareness of the importance of diversity and sensitivity to the needs of different communities and groups
- Deploys appropriate strategies to maintain control and defuse tension

## Managing Work Efficiently

Works and plans effectively to make the best use of resources available

- Manages time and prioritises tasks to ensure efficient completion of allocated workload, both in and out of hearings
- Resolves problems independently but seeks advice and offers assistance to others when appropriate
- Demonstrates resilience, responding calmly and flexibly to changing circumstances
- Utilises available resources, making full use of IT and the latest technology, to carry out the role in the most efficient way