

Competency Framework  
**Fee-paid Service Member First-tier Tribunal,  
War Pensions and Armed Forces  
Compensation Chamber**



### About the competency framework

The competency framework lists ways a fee paid service member 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 sound decisions

- Contributes to decision-making in a timely and appropriate manner
- Demonstrates independence of mind
- Ensures fairness; demonstrates integrity and acts without bias or prejudice
- Demonstrates awareness of potential conflicts of interest and takes appropriate action to avoid them

## Possessing and Building Knowledge

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

- Demonstrates knowledge of the military ethos and service working practices
- Demonstrates an ability to acquire knowledge quickly, especially of unfamiliar or complex subject matter
- Keeps abreast of changes in own field of expertise
- Pursues continuous learning and professional development

## Assimilating and Clarifying Information

Quickly assimilates information to identify essential issues, develops a clear understanding and clarifies uncertainty through eliciting and exploring information

- Effectively assimilates and processes large amounts of information from multiple sources
- Critically analyses the information and applies appropriate weight to it in order to reach a reasoned decision
- Identifies and focuses on the relevant issues, avoiding irrelevant detail
- Identifies information gaps and appropriate means for obtaining further details

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## **Working and Communicating with Others**

('Others' includes other member(s) of the tribunal, appellants 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

- Is supportive of other colleagues and receptive to their contributions
- Adopts a clear and succinct communication style that ensures understanding by others
- Shows an awareness of the importance of diversity and sensitivity to the needs of different communities and groups
- Listens attentively and seeks clarification to ensure all parties have a fair opportunity to present their case

## **Managing Work Efficiently**

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

- Manages time and prioritises tasks and obligations to ensure efficient completion of workload
- 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, including making full use of the latest technology, to carry out the role in the most efficient way