

Director of Corporate Services

FF01 General management and executive · ISCO-08 1219 · CBS 0521 Managers in Business and Administrative Services · seniority lead · Also known as: Business Operations Director, Director of Business Support

Directs the support functions of a public or non profit organisation, from finance and human resources to information technology and housing, and manages the multi year budget.

The director of corporate services sits on the board of a municipality, care institution or education organisation and delivers the internal services on which the primary departments rely. Unlike a managing director, this role does not own the primary process but does own its preconditions and their lawfulness. Candidates are often selected on financial technique, while the political and administrative arena and dividing shrinking budgets across departments are the hardest parts.

Key figures for this profile

25 skills · 9 competencies to measure · 5 knockout skills · centre of gravity: Leadership and organising 34%, Business operations, commerce and entrepreneurship 16%, Cognitive ability and problem solving 13%

1 Competencies to measure

These are the behavioural and ability constructs in this profile. Each one shows which hrmforce questionnaire measures it.

Competencies to measure	Target level	hrmforce instrument	Assessment method	Behavioural anchor at target level
Decisiveness Competency (50-framework): Decision-making ability Knockout	■■■■■ N5	Big Fifty, 360 Feedback	Situational Judgement Test	Decides on irreversible matters with major consequences, records the trade off and sets which decisions others may take themselves.
integrity and dependability Competency (50-framework): Integrity Knockout	■■■■■ N5	Big Fifty (Integrity Scale), 360 Feedback, Structured interview	Personality questionnaire	Sets the organisation's integrity standards, enforces them also with influential parties and explains the resulting choices publicly.
Developing vision Competency (50-framework): Vision Knockout	■■■■■ N5	Big Fifty, Competency Check, 360 Feedback	Assessment centre	Formulates a multi-year vision for the whole organisation, underpins it with scenarios and uses it as a test for investments.
Persuasiveness Competency (50-framework): Persuasiveness	■■■■■ N5	Big Fifty, Competency Check, 360 Feedback	Assessment centre	Wins board and external parties over to a far reaching change of course and sustains that support when resistance increases.
organisational awareness Competency (50-framework): Organizational Sensitivity	■■■■■ N5	Big Fifty, Competency Check, 360 Feedback	Situational Judgement Test	Sees through relations between organisational units and external parties and steers decision making by organising support at an early stage.

Competencies to measure	Target level	hrmforce instrument	Assessment method	Behavioural anchor at target level
Taking difficult personnel decisions Competency (50-framework): Decision-making ability	■■■■■ N5	Big Fifty, Competency Check, 360 Feedback	Assessment centre	Decides on far reaching reorganisation and dismissal cases, weighs legal and human consequences and accounts for the choice to board and works council.
Stress tolerance Competency (50-framework): Stress resilience	■■■■■ N5	Big Fifty, 15PF, Mental Resilience (4C)	Personality questionnaire	Keeps the organisation workable in crises, takes decisions under high uncertainty and sets the standard for composed action under pressure.
Dealing with ambiguity Competency (50-framework): Flexibility	■■■■■ N5	Big Fifty, Mental Resilience (4C), Competency Check	Situational Judgement Test	Sets direction under high uncertainty, makes the remaining uncertainty explicit and keeps the organisation moving until a decision can be taken.
Entrepreneurship Competency (50-framework): Entrepreneurship	■■■■■ N2	Big Fifty, Competency Check, Career Interest, 360 Feedback	Assessment centre	Puts forward an own idea for better or new work in the team meeting and asks for a response.

2 Full skill profile

Every skill in this profile, sorted by weight. The behavioural anchor under each skill belongs to the target level.

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
G	Decisiveness Decides on irreversible matters with major consequences, records the trade off and sets which decisions others may take themselves.	■■■■■ N5	5	yes	Situational Judgement Test	Big Fifty, 360 Feedback
V	Stakeholder management Maintains a network reaching governance and political bodies, connects parties with differing interests and safeguards the position of the organisation.	■■■■■ N5	5	no	Assessment centre	Competency Check, 360 Feedback
G	integrity and dependability Sets the organisation's integrity standards, enforces them also with influential parties and explains the resulting choices publicly.	■■■■■ N5	5	yes	Personality questionnaire	Big Fifty (Integrity Scale), 360 Feedback, Structured interview
G	Developing vision Formulates a multi-year vision for the whole organisation, underpins it with scenarios and uses it as a test for investments.	■■■■■ N5	5	yes	Assessment centre	Big Fifty, Competency Check, 360 Feedback
V	Strategic thinking Develops scenarios for the whole organisation, weighs uncertainties explicitly and sets the strategic agenda together with the executive board.	■■■■■ N5	5	yes	Assessment centre	Ability Scan, Competency Check

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Budget and financial accountability Sets the multi-year budget of the organisation, weighs investment proposals and provides accountability in the annual accounts and to supervisors.	■■■■■ N5	5	no	Knowledge test	Knowledge test (client-specific), Work sample test
V	Budgeting and cost control Sets the budget framework for the organisation, decides on reallocation of resources and accounts for it to the board.	■■■■■ N5	5	no	Work sample test	Knowledge test (client-specific), Work sample test
K	Reading and interpreting financial reports Assesses annual accounts and management reports of the organisation, sets the reporting standard and advises the board on it.	■■■■■ N5	5	yes	Knowledge test	Knowledge test (client-specific)
V	Risk assessment Sets the risk appetite and the assessment method for the organisation and accounts for accepted residual risks.	■■■■■ N5	4	no	Work sample test	Competency Check, Work sample test
G	Persuasiveness Wins board and external parties over to a far reaching change of course and sustains that support when resistance increases.	■■■■■ N5	4	no	Assessment centre	Big Fifty, Competency Check, 360 Feedback

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
G	organisational awareness Sees through relations between organisational units and external parties and steers decision making by organising support at an early stage.	■■■■■ N5	4	no	Situational Judgement Test	Big Fifty, Competency Check, 360 Feedback
V	Change management Leads organisation wide change programmes, aligns with works council and supervisors and sets the change approach of the organisation.	■■■■■ N5	4	no	Assessment centre	Competency Check, 360 Feedback
V	Public governance decision making Determines the governance agenda and the quality requirements for decision making and advises officeholders on politically sensitive files.	■■■■■ N5	4	no	Portfolio or evidence	Portfolio, Competency Check
V	Scenario thinking and futures literacy Draws up scenarios for the organisation with a horizon of years and links decision moments and measurable signal values to them.	■■■■■ N5	3	no	Assessment centre	Competency Check, Structured interview
G	Taking difficult personnel decisions Decides on far reaching reorganisation and dismissal cases, weighs legal and human consequences and accounts for the choice to board and works council.	■■■■■ N5	3	no	Assessment centre	Big Fifty, Competency Check, 360 Feedback

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Decision making in governing bodies Chairs decision making at executive level, weighs conflicting interests explicitly and determines which decisions belong where in the organisation.	■■■■■ N5	3	no	Assessment centre	Big Fifty, Competency Check, 360 Feedback
V	Workforce planning and strategic workforce planning Builds strategic workforce planning for the whole organisation, links it to strategy and labour market and puts the risks on the executive agenda.	■■■■■ N5	3	no	Work sample test	Knowledge test (client-specific), Work sample test
G	Stress tolerance Keeps the organisation workable in crises, takes decisions under high uncertainty and sets the standard for composed action under pressure.	■■■■■ N5	3	no	Personality questionnaire	Big Fifty, 15PF, Mental Resilience (4C)
V	Talent development and succession Assesses with fixed criteria who is ready for a next step and makes a development plan per person.	■■■■■ N4	3	no	Structured interview	Career Orientations, Competency Check, Development Review
V	Digital strategy and transformation Translates an organisational goal into concrete digital improvements, builds support and tracks whether the intended effects occur.	■■■■■ N4	3	no	Structured interview	Structured interview, Portfolio

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Functional and application management Independently manages an application, prioritises change requests with users and tests new versions before they go live.	 N4	3	no	Work sample test	Knowledge test (client-specific), Work sample test
K	Applying procurement law Chooses the appropriate procedure for an assignment, draws up the documents and keeps the award decision traceable.	 N4	3	no	Knowledge test	Knowledge test (client-specific), Work sample test
G	Dealing with ambiguity Sets direction under high uncertainty, makes the remaining uncertainty explicit and keeps the organisation moving until a decision can be taken.	 N5	2	no	Situational Judgement Test	Big Fifty, Mental Resilience (4C), Competency Check
G	Entrepreneurship Puts forward an own idea for better or new work in the team meeting and asks for a response.	 N2	2	no	Assessment centre	Big Fifty, Competency Check, Career Interest, 360 Feedback
K	AI literacy Judges per work task whether AI is suitable, names the main limitations and explains how it works to colleagues.	 N4	1	no	Knowledge test	Knowledge test (client-specific)

3 Levels per seniority

The same profile with the job family seniority adjustment applied. Target levels are clamped to 1 to 5.

Skill	senior	lead
Decisiveness	N5	N5
Stakeholder management	N5	N5
integrity and dependability	N4	N5
Developing vision	N5	N5
Strategic thinking	N5	N5
Budget and financial accountability	N5	N5
Budgeting and cost control	N5	N5
Reading and interpreting financial reports	N4	N5
Risk assessment	N4	N5
Persuasiveness	N4	N5
organisational awareness	N4	N5
Change management	N4	N5
Public governance decision making	N4	N5
Scenario thinking and futures literacy	N4	N5
Taking difficult personnel decisions	N4	N5
Decision making in governing bodies	N4	N5
Workforce planning and strategic workforce planning	N4	N5
Stress tolerance	N4	N5
Talent development and succession	N3	N4
Digital strategy and transformation	N3	N4
Functional and application management	N3	N4
Applying procurement law	N3	N4
Dealing with ambiguity	N4	N5

Skill	senior	lead
Entrepreneurship	N2	N2
AI literacy	N3	N4

4 The proficiency scale

Level	Label	Autonomy	Complexity	Scope	Depth of knowledge
N1	Guided	works under supervision and follows instruction	routine, one variable at a time	own task	basic understanding of terminology
N2	Applying	works independently within set frameworks	familiar situations with limited variation	own role	working knowledge, applies standard approach
N3	Proficient	sets own approach and seeks input proactively	several variables, some ambiguity	own team or process	thorough knowledge, weighs alternatives
N4	Advanced	directs others and decides on the approach	complex, with conflicting interests	several teams or a department	in-depth knowledge, advises others
N5	Leading	sets the standard and the policy	strategic, under high uncertainty	organisation, value chain or profession	authority, advances the profession

5 Behavioural anchors per skill

Anchors sit at N1, N3 and N5. N2 and N4 are deliberately not anchored: raters interpolate between them, following the O*NET convention.

Skill	N1	N3	N5
Decisiveness Makes a choice within the time available, also when not all information is present, and stands behind its consequences.	Decides on standard cases within the own task and refers deviating cases to the supervisor in good time.	Cuts through conflicting advice, communicates the decision and states when it will be evaluated.	Decides on irreversible matters with major consequences, records the trade off and sets which decisions others may take themselves.
Stakeholder management Mapping who has an interest in an initiative and maintaining contact with those parties so that decisions keep their support.	Maintains a list of those involved and informs them about progress according to the agreed rhythm.	Assesses influence and interest per party, chooses a fitting form of contact and discusses conflicting wishes before a decision is taken.	Maintains a network reaching governance and political bodies, connects parties with differing interests and safeguards the position of the organisation.

Skill	N1	N3	N5
integrity and dependability Acting in line with applicable standards and agreements, also without supervision, and being transparent about own interests, mistakes and doubtful cases.	Keeps to agreements and rules of conduct made and reports an own mistake to the manager.	Reports a possible conflict of interest on own initiative and asks for review before a decision is taken.	Sets the organisation's integrity standards, enforces them also with influential parties and explains the resulting choices publicly.
Developing vision Sketching a coherent picture of where the organisation or team will stand in a few years, based on trends, signals and own judgement.	States in own words where the team wants to stand in a year and which work belongs to that.	Connects trends in market and profession into a picture for the own team and tests it with colleagues.	Formulates a multi-year vision for the whole organisation, underpins it with scenarios and uses it as a test for investments.
Strategic thinking Analysing developments in the environment, market and technology and deriving strategic choices and alternatives from them for the longer term of an organisation or unit.	Collects data on market and competitors on request and summarises the main developments for the manager.	Places figures, customer signals and trends side by side and names two or three strategic options with their consequences.	Develops scenarios for the whole organisation, weighs uncertainties explicitly and sets the strategic agenda together with the executive board.
Budget and financial accountability Drawing up a budget, tracking spend against plan, explaining variances and accounting for financial choices to a sponsor, executive team or controller.	Keeps track of spend within a given budget and submits receipts and justification according to procedure.	Draws up the team budget, explains monthly variances with figures and adjusts in order to stay within the annual budget.	Sets the multi-year budget of the organisation, weighs investment proposals and provides accountability in the annual accounts and to supervisors.
Budgeting and cost control Draws up a budget for a task, team or project, tracks spending against that budget and intervenes when overspending threatens.	Tracks spending in the supplied overview and reports deviations above the agreed limit.	Makes the budget for an own project, follows realisation per period and proposes measures in case of deviation.	Sets the budget framework for the organisation, decides on reallocation of resources and accounts for it to the board.

Skill	N1	N3	N5
Reading and interpreting financial reports Reads balance sheet, profit and loss account and cash flow statement and derives from these how an organisation or unit stands financially.	Points out the revenue, cost and result items in a periodic report and names the period used.	Compares reports across several periods, calculates ratios and names which items explain the deviation.	Assesses annual accounts and management reports of the organisation, sets the reporting standard and advises the board on it.
Risk assessment Names what can go wrong, estimates likelihood and impact and links control measures or a deliberate acceptance to them.	Spots unsafe or deviating situations in the own work and reports them according to the applicable procedure.	Estimates the main risks for the own process, orders them by likelihood and impact and takes measures.	Sets the risk appetite and the assessment method for the organisation and accounts for accepted residual risks.
Persuasiveness Moving others towards a position, decision or behaviour they initially resisted, using substantive arguments, examples and personal presence.	Puts forward an own proposal in a meeting and supports it with one concrete example from practice.	Chooses per counterpart the argument that matches their interest and checks along the way whether the agreement is genuine.	Wins board and external parties over to a far reaching change of course and sustains that support when resistance increases.
organisational awareness Recognising how formal and informal relations, interests and decision making work in the organisation and taking these into account in own actions.	Asks who needs to be involved in a topic before a proposal is shared with others.	Assesses which interests a proposal touches, involves the right people beforehand and chooses a suitable moment to raise it.	Sees through relations between organisational units and external parties and steers decision making by organising support at an early stage.
Change management Planning and guiding change by involving stakeholders, phasing steps, influencing behaviour and tracking the results the change is meant to deliver.	Adapts own way of working to an announced change and asks for explanation when steps are unclear.	Makes a change approach for the team with those involved, chooses interventions per group and follows the implementation.	Leads organisation wide change programmes, aligns with works council and supervisors and sets the change approach of the organisation.

Skill	N1	N3	N5
Public governance decision making Prepares decisions for a board or council with memoranda, options and consultation, taking political, legal and financial frameworks into account.	Drafts a memorandum under guidance in the standard format and collects the annexes the file requires.	Independently prepares a decision with clear options, aligns with the departments involved and anticipates questions from the council.	Determines the governance agenda and the quality requirements for decision making and advises officeholders on politically sensitive files.
Scenario thinking and futures literacy Explores several possible futures for an issue, describes the consequences per scenario and names signals that point to a scenario.	Names two possible outcomes for a plan and states what would then have to change in the own work.	Works out three scenarios for the own process with assumptions and consequences and names the first signals per scenario.	Draws up scenarios for the organisation with a horizon of years and links decision moments and measurable signal values to them.
Taking difficult personnel decisions Deciding on improvement tracks, transfer or termination of employment, with careful documentation and a clear explanation to the people involved.	Raises concerns about the performance of a colleague in time and with examples to the responsible manager.	Takes a substantiated decision after a completed improvement track, discusses it in person and records the grounds in the file.	Decides on far reaching reorganisation and dismissal cases, weighs legal and human consequences and accounts for the choice to board and works council.
Decision making in governing bodies Preparing, tabling and taking decisions in bodies such as a management team or steering group, with clear options, substantiation and recording of the decision.	Delivers requested documents on time for a meeting and summarises the decision taken correctly.	Writes a decision memo with options and consequences, defends the proposal in the meeting and records the decision.	Chairs decision making at executive level, weighs conflicting interests explicitly and determines which decisions belong where in the organisation.
Workforce planning and strategic workforce planning Determining current and future staffing needs in numbers and qualifications, comparing them with the present workforce and deriving actions for hiring and development.	Supplies data on staffing and turnover and checks the personnel list for errors and duplicates.	Draws up a staffing forecast for the own team including turnover and retirement and names the vacancies to fill.	Builds strategic workforce planning for the whole organisation, links it to strategy and labour market and puts the risks on the executive agenda.

Skill	N1	N3	N5
Stress tolerance Keeps delivering work of the same quality under time pressure, opposition or unexpected turns and maintains a businesslike tone with others.	Keeps working on the current task as pressure rises and asks the supervisor which task can wait.	Keeps working in a structured way at peak load, keeps agreements with clients clear and flags early which results are at risk.	Keeps the organisation workable in crises, takes decisions under high uncertainty and sets the standard for composed action under pressure.
Talent development and succession Mapping talent and potential, agreeing development paths and preparing succession for key positions, so that critical roles remain filled over time.	Notes per team member which tasks they enjoy doing and passes this on to the manager.	Assesses with fixed criteria who is ready for a next step and makes a development plan per person.	Builds a succession plan for all key roles in the organisation and discusses the risks yearly with board and supervisors.
Digital strategy and transformation Links technological possibilities to organisational goals, sets out a change route and steers the introduction of new digital ways of working.	Provides input for a digitalisation plan by factually describing bottlenecks in own work process.	Translates an organisational goal into concrete digital improvements, builds support and tracks whether the intended effects occur.	Sets the organisation's digital strategy, prioritises investments and accounts for choices to the board and shareholders.
Functional and application management Keeps an application working and fitting for users by collecting needs, managing settings and coordinating changes with the supplier.	Handles user questions about an application as instructed and records requests in the designated register.	Independently manages an application, prioritises change requests with users and tests new versions before they go live.	Determines how functional management is organised and decides on the lifespan of applications.
Applying procurement law Applies the rules for public procurement when choosing the procedure, drawing up the tender documents and awarding assignments.	Looks up which deadlines and thresholds apply in the tender documents and reports unclear points to the buyer.	Chooses the appropriate procedure for an assignment, draws up the documents and keeps the award decision traceable.	Determines the procurement policy of the organisation and defends award decisions in objections and in court proceedings.

Skill	N1	N3	N5
Dealing with ambiguity Works on when the assignment, information or division of roles is incomplete or contradictory, makes workable assumptions and tests them once more becomes clear.	Asks what is meant when an assignment is unclear and then works according to the answer given.	Formulates explicit assumptions when information is missing, proceeds on that basis and revises the approach once new data arrives.	Sets direction under high uncertainty, makes the remaining uncertainty explicit and keeps the organisation moving until a decision can be taken.
Entrepreneurship Takes initiative to create new value, seeks resources and support for it and accepts responsibility for the outcome.	Puts forward an own idea for better or new work in the team meeting and asks for a response.	Sets up an own initiative with goal, planning and budget and keeps it running until the result is visible.	Sets up new activities or ventures for the organisation and carries the responsibility for investment and result.
AI literacy Knows how AI systems work, what they can and cannot do, states where they fit or not and uses correct terminology.	Explains in own words that a language model predicts from patterns and can therefore produce incorrect output.	Judges per work task whether AI is suitable, names the main limitations and explains how it works to colleagues.	Defines what AI literacy means in the organisation, measures the level and links it to training and deployment policy.

6 Assessment methods and validity

The validities are the corrected meta-analytic estimates from Sackett, Zhang, Berry and Lievens (2022) in the Journal of Applied Psychology, which replace the older Schmidt and Hunter (1998) figures. The spread matters as much as the mean: with a high SD, validity varies strongly by context.

Assessment method	rho	SD	What it is
Situational Judgement Test	0.12	0.11	Scenario with response options, scored on knowledge or behavioural tendency.
Assessment centre	0.29	0.09	Multiple exercises, multiple assessors, dimension-wise scoring.
Personality questionnaire	0.40	0.15	Self-report of behavioural preferences. At hrnforce the Big Fifty and the 15PF.
Knowledge test	0.40	0.13	Test of declarative job knowledge, usually assembled per client.
Work sample test	0.33	0.09	The candidate performs a representative work sample under standardised conditions.
Portfolio or evidence	-	-	A collection of prior work or results, assessed against fixed criteria.
Structured interview	0.42	0.19	Behaviour-based interview with fixed questions and a rating scale per question.

7 Assessment instruments for this job

hrnforce instrument	Skills	What it measures
Competency Check	14	Behavioral-Level Competency Assessment
360 Feedback	10	Multiple assessments based on behavioral anchors
Big Fifty	9	Personality questionnaire, 150 items, 25 factors
Knowledge test (client-specific)	7	Professional knowledge test, customized for each client
Work sample test	6	Representative work sample under standardized conditions
Structured interview	3	Behavioral interview with a fixed structure
Portfolio	2	Evaluation of prior work against fixed criteria
Mental Resilience (4C)	2	Mental Resilience According to the 4C Model
Big Fifty (Integrity Scale)	1	

hrmforce instrument	Skills	What it measures
Ability Scan	1	Aptitude Test: Verbal, Numerical, and Abstract Reasoning Skills
15PF	1	Personality Profile, a shorter alternative to the Big Fifty
Career Orientations	1	Career Anchors and Work Values
Development Review	1	Structured development interview
Career Interest	1	Career interests, aligned with the RIASEC framework

8 How to use this profile

1. Agree the profile with the hiring manager before the first candidate is measured. Weights shifted afterwards make the outcome indefensible.
2. Choose the assessment method per skill from the Assessment method column. Combine at most three methods per candidate.
3. Calibrate the assessors in a two-hour session using the anchors in chapter 5. Anchors without rater training deliver little.
4. Fill in the match calculator and discuss the gaps in the development conversation. Type A and type G are selection criteria, not one-quarter development goals.

Source: hrmforce Skills Framework 2.0, version 2.0.0, built 2026-09-08. Crosswalks to ESCO v1.2.1, O*NET 31.0, Lightcast Open Skills, SFIA 9, DigComp 3.0, EntreComp, LifeComp, GreenComp, Allit, WEF Future of Jobs 2025, ISCO-08 and the Dutch CBS occupational classification BRC 2014 edition 2025. This profile is a starting point, not a standard: align it with your own organisation before selecting on it.