Competency Framework for **Ecologist/Consultant** Job Family Level

Essential Competencies	Essential Behaviour	Specific Examples
Supporting and Co-operating	*Adhering to principles and values:* 1. Upholds ethics and values 2. Demonstrates integrity	*Upholding ethics and values:* 1. Acts consistently in accordance with clear ethics and values both internally and externally to the organisation 2. Encourages others to adhere to ethical values consistent with those of the organisation 3. Does not compromise ethical standards to advance personal agenda 4. Upholds values in difficult times as well as good times 5. Models high standards of behaviour for others through own actions *Acting with integrity:* 1. Maintains confidentiality 2. Holds to agreements made with others 3. Does not deliberately mislead others 4. Admits to mistakes
Interacting and Presenting	*Relating and networking:* 1. Establishes good relationships with clients and staff 2. Relates well to people at all levels 3. Uses humour appropriately to enhance relationships with others	*Building rapport:* 1. Quickly builds rapport and makes people feel at ease 2. Establishes strong working relationships with others and relates well to different types of people, including clients *Relating across levels:* 1. Maintains good relationships and demonstrates an ability to relate to people at all organisational levels 2. Relates well to peers
Analysing and Interpreting	*Writing and reporting:* 1. Writes clearly, succinctly and correctly 2. Writes convincingly in an engaging and expressive manner 3. Avoids the unnecessary use of jargon or complicated language 4. Writes in a well-structured and logical way 5. Structures information to meet the needs and understanding of the intended audience	*Writing correctly:* 1. Uses correct spelling, grammar, appropriate words and expressions and avoids unnecessary jargon in writing 2. Produces written communication that is logically structured in terms of sentences, paragraphs and sections in written documents *Writing clearly and fluently:* 1. Writes clearly and succinctly, in a fluent manner and uncomplicated way 2. Avoids unnecessarily complicated language *Targeting communication:*

		1. Prepares communication, such as presentations or written information at a level appropriate to the intended audience 2. Explains concepts at the appropriate level of understanding 3. Produces written work avoiding overly technical text
Organising and Executing	*Following instructions and procedures:* 1. Appropriately follows instructions from others without unnecessarily challenging authority 2. Follows procedures and policies 3. Keeps to schedules 4. Arrives punctually for work and meetings 5. Demonstrates commitment to the organisation and to clients alike 6. Complies with legal obligations and safety requirements of the role	*Following directions:* 1. Follows instructions (either verbal or written) from superiors 2. Shows receptiveness to being managed and co-operates willingly 3. Accepts direction without unnecessarily challenging others' authority *Following procedures*: 1. Follows relevant company policies and procedures 2. Sticks to recommended working procedures 3. Takes time to learn relevant policies, rules, regulations and standard operating procedures *Time keeping and attending:* 1. Maintains a good attendance record, arrives at work and meetings on time, keeps to schedules and delivers work on time 2. Warns others in advance of unplanned schedule changes
Adapting and Coping	*Coping with pressures and setbacks:* 1. Works productively in a high-pressure environment 2. Keeps emotions under control during difficult situations 3. Balances the demands of work life and personal life 4. Maintains a positive outlook at work and in front of clients 5. Handles criticism well and learns from it	*Coping with pressure:* 1. Remains objective under pressure 2. Works productively in a pressured environment 3. Remains focused on work when under pressure *Showing emotional self-control:* 1. Effectively manages own emotions, keeps emotions under control during difficult situations or when dealing with contentious issues and avoids emotional displays that may negatively affect interpersonal relationships or performance 2. Guards against appearing to be either too cold or too emotional *Handling criticism:* 1. Accepts criticism without becoming hostile or overly defensive 2. Approaches criticisms as suggestions for development rather than personal attacks 3. Does not dwell on unfair criticism and moves forward constructively after criticism

Desirable Competencies	Desirable Behaviours	Specific Examples
Interacting and Presenting	*Presenting and communicating information:* 1. Speaks clearly and fluently 2. Expresses opinions, information and key points of an argument clearly 3. Responds quickly to the needs of an audience and to their reactions and feedback 4. Projects credibility both internally and externally to the organisation	*Speaking fluently:* 1. Speaks fluently, clearly and audibly, at an appropriate pace 2. Uses words correctly when speaking *Articulating key points of an argument:* 1. Effectively presents the key points of an argument, quickly getting to the point 2. Separates the important from the trivial in presenting an argument *Responding to an audience:* 1. Responds to the needs of an audience when speaking by adapting communication to suit them 2. Responds to feedback from an audience 3. Checks if the message has been heard and understood when speaking to others
Creating and Conceptualising	*Learning and researching:* 1. Rapidly learns new tasks and quickly commits information to memory 2. Gathers comprehensive information to support decision making 3. Demonstrates a rapid understanding of newly presented information 4. Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and client feedback). 5. Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation)	*Learning quickly:* 1. Learns new techniques and absorbs new information quickly 2. Quickly commits key facts to memory *Gathering information:* 1. Gathers comprehensive and relevant information from a range of sources for decision making purposes 2. Asks the right questions to get information
Adapting and Coping	*Adapting and responding to change:* 1. Adapts to changing circumstances 2. Accepts new ideas and changing initiatives 3. Adapts interpersonal style to suit different people or situations 4. Shows respect and sensitivity towards cultural and religious differences 5. Deals with ambiguity, making positive use of the opportunities it presents	*Adapting:* 1. Adjusts to change positively and adapts and modifies work style to suit changing circumstances and new demands *Accepting new ideas:* 1. Accepts new ideas and supports change initiatives 2. Changes own views appropriately when presented with new ideas

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