

Competency Framework for **Officer** Job Family Level

Essential Competencies	Essential Behaviour	Specific Examples
<i>Supporting and Co-operating</i>	<p><i>Adhering to principles and values:</i></p> <ol style="list-style-type: none"> <li>1. Upholds ethics and values</li> <li>2. Demonstrates integrity</li> </ol>	<p><i>Upholding ethics and values:</i></p> <ol style="list-style-type: none"> <li>1. Acts consistently in accordance with clear ethics and values both internally and externally to the organisation</li> <li>2. Encourages others to adhere to ethical values consistent with those of the organisation</li> <li>3. Does not compromise ethical standards to advance personal agenda</li> <li>4. Upholds values in difficult times as well as good times</li> <li>5. Models high standards of behaviour for others through own actions</li> </ol> <p><i>Acting with integrity:</i></p> <ol style="list-style-type: none"> <li>1. Inspires trust by treating all individuals in a fair and consistent manner</li> <li>2. Maintains confidentiality</li> <li>3. Holds to agreements made with others</li> <li>4. Declares own intentions clearly in dealings with others</li> <li>5. Does not deliberately mislead others</li> <li>6. Admits to mistakes</li> </ol>
<i>Analysing and Interpreting</i>	<p><i>Writing and reporting:</i></p> <ol style="list-style-type: none"> <li>1. Writes clearly, succinctly and correctly</li> <li>2. Writes convincingly in an engaging and expressive manner</li> <li>3. Avoids the unnecessary use of jargon or complicated language</li> <li>4. Writes in a well-structured and logical way</li> <li>5. Structures information to meet the needs and understanding of the intended audience</li> </ol>	<p><i>Writing correctly:</i></p> <ol style="list-style-type: none"> <li>1. Uses correct spelling, grammar, appropriate words, expressions and avoids unnecessary jargon in writing</li> <li>2. Produces written communication that is logically structured in terms of sentences, paragraphs and sections in written documents</li> </ol> <p><i>Writing clearly and fluently:</i></p> <ol style="list-style-type: none"> <li>1. Writes clearly, succinctly, in a fluent manner uncomplicated way and avoids unnecessarily complicated language</li> </ol>
<i>Creating and Conceptualising</i>	<p><i>Learning and researching:</i></p> <ol style="list-style-type: none"> <li>1. Rapidly learns new tasks and quickly commits information to memory</li> <li>2. Gathers comprehensive information to support decision making</li> </ol>	<p><i>Learning quickly:</i></p> <ol style="list-style-type: none"> <li>1. Learns new techniques and absorbs information quickly</li> <li>2. Quickly commits key facts to memory</li> </ol>

	3. Demonstrates a rapid understanding of newly presented information	<i>Gathering information:</i> 1. Gathers comprehensive and relevant information from a range of sources for decision making purposes 2. Asks the right questions to get information
<i>Organising and Executing</i>	<i>Following instructions and procedures:</i> 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	<i>Following directions:</i> 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 <i>Following procedures:</i> 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 <i>Time keeping and attending:</i> 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
<b>Desirable Competencies</b>	<b>Desirable Behaviours</b>	<b>Specific Examples</b>
<i>Interacting and Presenting</i>	<i>Relating and networking:</i> 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	<i>Relating across levels:</i> 1. Maintains good relationships and demonstrates an ability to relate to people at all organisational levels 2. Relates well to peers
<i>Analysing and Interpreting</i>	<i>Analysing:</i> 1. Analyses numerical data, verbal data and all other sources of information 2. Breaks information into component parts, patterns and relationships 3. Probes for further information, or greater understanding of a problem	<i>Testing assumptions and investigating:</i> 1. Probes for further information to clarify vague or confusing issues 2. Follows initial information gathering with further questions 3. Finds out more about a situation or issue with the use of follow-up questions 4. Questions and challenges assumptions 5. Identifies and uncovers problems <i>Producing solutions:</i> 1. Produces a range of solutions to problems

		<ol style="list-style-type: none"> <li>2. Considers the practical issues related to implementing different solutions</li> <li>3. Produces workable solutions that meet the demands of the situation and the needs of the client</li> </ol>
<i>Adapting and Coping</i>	<p><i>Coping with pressures and setbacks:</i></p> <ol style="list-style-type: none"> <li>1. Works productively in a high-pressure environment</li> <li>2. Keeps emotions under control during difficult situations</li> <li>3. Balances the demands of work life and personal life</li> <li>4. Maintains a positive outlook at work and in front of clients</li> <li>5. Handles criticism well and learns from it</li> </ol>	<p><i>Coping with pressure:</i></p> <ol style="list-style-type: none"> <li>1. Remains objective under pressure</li> <li>2. Works productively in a pressured environment</li> <li>3. Remains focused on work when under pressure</li> </ol> <p><i>Maintaining a positive outlook:</i></p> <ol style="list-style-type: none"> <li>1. Shows an optimistic outlook towards work</li> <li>2. Recovers quickly from setbacks</li> <li>3. Recovers from past failures</li> <li>4. Keeps difficulties in perspective</li> </ol> <p><i>Handling criticism:</i></p> <ol style="list-style-type: none"> <li>1. Accepts criticism without becoming hostile or overly defensive</li> <li>2. Approaches criticisms as suggestions for development rather than personal attacks</li> <li>3. Does not dwell on unfair criticism and moves forward constructively after criticism</li> </ol>