# Capability Profile: Level 3 - Essential Criteria Mapping

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| Capability | Description | Behavioural Indicators |
| **Shapes and Manages Strategy** | * **Supports** shared purpose and direction
* **Thinks** strategically
* **Harnesses** information and opportunities
* **Shows judgement**, intelligence and common sense
 | * Follows direction provided by supervisor
* Understands reasons for decisions and can explain how they are relevant to their work
* Informs supervisor of potential issues
* Knows where to find information and uses common sense to research, analyse and make evidence-based recommendations
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| **Achieves Results** | * **Identifies** and **uses** resources wisely
* **Applies** and builds professional expertise
* **Responds** positively to change
* **Takes responsibility** for managing projects to achieve results
 | * Reschedules and reorganises work to reflect changes in priority
* Applies and develops capabilities to meet performance expectations, demonstrates knowledge of new programs, products or services relevant to the position
* Maintains accurate records and files
* Sees tasks through to completion
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| **Builds Productive Relationships** | * **Nurtures** internal and external relationships
* **Listens** to, **understands** and **recognises** the needs of others
* **Values** individual differences and diversity
* **Shares learning** and supports others
 | * Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service
* Recognises the value of individual differences and understands that others may work in different ways
* Respects and understands diversity, including an awareness of different cultural values and perspectives, particularly those of Indigenous people
* Understands and acts on constructive feedback
* Shares knowledge and supports learning and team development
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| **Exemplifies Personal Integrity and Self-Awareness** | * **Demonstrates** public service professionalism and probity
* **Engages** with risk and shows personal courage
* **Commits** to action
* **Promotes** and **adopts** a positive and balanced approach to work
* **Demonstrates** self-awareness and a commitment to personal development
 | * Adheres to the Code of Conduct and behaves in an honest, professional and ethical way
* Provides accurate information, checks and confirms accuracy prior to release
* Gets on with the job and applies self to meet objectives, follows up to ensure work is finalised
* Stays calm under pressure, does not react personally to criticism
* Agrees on performance levels with supervisor, seeks supervisor feedback and responds to guidance
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| **Communicates and Influences Effectively** | * **Communicates** clearly
* **Listens**, **understands** and adapts to audience
* **Negotiates** confidently
 | * Limits the use of jargon, explains information using language appropriate to the client
* Listens and asks questions to ensure understanding, checks own communication has been understood
* Discusses issues thoughtfully without getting aggressive
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