

# Capability Profile: Levels 1-2

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Capability	Description	Behavioural Indicators
<b>Shapes and Manages Strategy</b>	<ul style="list-style-type: none"> <li>• <b>Supports</b> shared purpose and direction</li> <li>• <b>Thinks</b> strategically</li> <li>• <b>Harnesses</b> information and opportunities</li> <li>• <b>Shows judgement</b>, intelligence and common sense</li> </ul>	<ul style="list-style-type: none"> <li>• Understands business values and objectives and can explain how they are relevant to their work</li> <li>• Works under direct supervision to meet timelines and priorities</li> </ul>
<b>Achieves Results</b>	<ul style="list-style-type: none"> <li>• <b>Identifies</b> and <b>uses</b> resources wisely</li> <li>• <b>Applies</b> and builds professional expertise</li> <li>• <b>Responds</b> positively to change</li> <li>• <b>Takes responsibility</b> for managing projects to achieve results</li> </ul>	<ul style="list-style-type: none"> <li>• Reschedules and reorganises work to reflect changes in priority</li> <li>• Applies and develops capabilities to meet performance expectations, demonstrates knowledge of new programs, products or services relevant to the position</li> <li>• Maintains accurate records and files</li> <li>• Sees tasks through to completion</li> </ul>
<b>Builds Productive Relationships</b>	<ul style="list-style-type: none"> <li>• <b>Nurtures</b> internal and external relationships</li> <li>• <b>Listens to, understands</b> and recognises the needs of others</li> <li>• <b>Values</b> individual differences and diversity</li> <li>• <b>Shares learning</b> and supports others</li> </ul>	<ul style="list-style-type: none"> <li>• Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service</li> <li>• Recognises the value of individual differences and understands that others may work in different ways</li> </ul>
<b>Exemplifies Personal Integrity and Self-Awareness</b>	<ul style="list-style-type: none"> <li>• <b>Demonstrates</b> public service professionalism and probity</li> <li>• <b>Engages</b> with risk and shows personal courage</li> <li>• <b>Commits</b> to action</li> <li>• <b>Promotes</b> and <b>adopts</b> a positive and balanced approach to work</li> <li>• <b>Demonstrates</b> self-awareness and a commitment to personal development</li> </ul>	<ul style="list-style-type: none"> <li>• Adheres to the Code of Conduct and behaves in an honest, professional and ethical way</li> <li>• Provides accurate information, checks and confirms accuracy prior to release</li> <li>• Gets on with the job and applies self to meet objectives, follows up to ensure work is finalised</li> <li>• Stays calm under pressure, does not react personally to criticism</li> <li>• Agrees on performance levels with supervisor, seeks supervisor feedback and responds to guidance</li> </ul>
<b>Communicates and Influences Effectively</b>	<ul style="list-style-type: none"> <li>• <b>Communicates</b> clearly</li> <li>• <b>Listens, understands</b> and adapts to audience</li> <li>• <b>Negotiates</b> confidently</li> </ul>	<ul style="list-style-type: none"> <li>• Limits the use of jargon, explains information using language appropriate to the client</li> <li>• Listens and asks questions to ensure understanding, checks own communication has been understood</li> <li>• Discusses issues thoughtfully without getting aggressive</li> </ul>