# 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 |
| **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 |
| **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 |
| **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 |
| **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 |