

Capability Profile: Levels 1-6

Capability Profile: Levels 3

Capability	Description	Behavioural Indicators
Shapes and Manages Strategy	<ul style="list-style-type: none"> • Supports shared purpose and direction • Thinks strategically • Harnesses information and opportunities • Shows judgement, intelligence and common sense 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Identifies and uses resources wisely • Applies and builds professional expertise • Responds positively to change • Takes responsibility for managing projects to achieve results 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Nurtures internal and external relationships • Listens to, understands and recognises the needs of others • Values individual differences and diversity • Shares learning and supports others 	<ul style="list-style-type: none"> • 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 • Understands and acts on constructive feedback
Exemplifies Personal Integrity and Self-Awareness	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Communicates clearly • Listens, understands and adapts to audience • Negotiates confidently 	<ul style="list-style-type: none"> • 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