

the capability map >> >>

APS 2

1. Aligns with organisational objectives	2. Achieves results	3. Supports productive working relationships	4. Shows personal drive and integrity	5. Communicates clearly and effectively	6. Applies and builds appropriate knowledge skills and experience
<p>1.1 Understands the work and maintains an awareness of departmental goals Maintains an awareness of the department's goals and structure. Recognises how own work contributes to the achievement of branch goals.</p> <p>1.2 Applies judgement, intelligence & common sense Knows where to find information and asks questions to ensure a full understanding of an issue. Makes rational judgements based on a logical analysis of the available information. Alerts others to difficult problems as appropriate.</p>	<p>2.1 Takes responsibility for achieving results Takes personal responsibility for seeing tasks through to completion. Is able to work independently on routine tasks, and asks for assistance or guidance when necessary.</p> <p>2.2 Ensures quality standards are maintained Pays attention to detail and complies with required standards.</p> <p>2.3 Plans & organises work effectively Manages own time effectively. Creates schedules and monitors own progress to ensure deadlines are met. Alerts appropriate people early when work is behind schedule and makes alternative arrangements.</p> <p>2.4 Adapts to change Is adaptable in approach and willing to be flexible to accommodate changing needs of the team or the department.</p>	<p>3.1 Develops and maintains effective relationships with internal & external clients Focuses on ensuring that internal and external clients are satisfied, delivers prompt, efficient and courteous service. Reports on and discusses feedback from clients.</p> <p>3.2 Values individual differences & diversity Encourages an environment of respect and courtesy where diversity is valued.</p> <p>3.3 Works collaboratively & supports others Is sensitive in interactions with others and encourages fellow team members to work cooperatively.</p>	<p>4.1 Behaves professionally & ethically Upholds the APS Values and Code of Conduct and can be relied upon to uphold professional standards.</p> <p>4.2 Shows resilience Handles pressure and setbacks effectively, remaining professional in difficult circumstances. Avoids emotional displays when under pressure.</p> <p>4.3 Ensures ongoing improvement & learning in self and others Seeks feedback on own performance and seeks to continually improve and develop.</p> <p>4.4 Commits to action Takes personal responsibility for meeting performance expectations and progressing work.</p>	<p>5.1 Communicates clearly & concisely Communicates clearly and concisely verbally and in writing. Structures communication effectively and checks others understanding.</p> <p>5.2 Listens, understands & adapts to audience Adapts communication style and approach to ensure it addresses the needs of different people or audiences. Holds people's attention when speaking.</p>	<p>6.1 Applies and builds appropriate knowledge, skills and experience Takes active steps to grow and develop own skills, knowledge and experience.</p>