

the capability map >> >>

APS 4

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 objectives Demonstrates a broad understanding of the department and its activities. Recognises how the branch's work contributes to business unit goals.</p> <p>1.2 Applies judgement, intelligence & common sense Seeks and quickly absorbs new information. Analyses information logically and probes further to identify the cause of problems or potential risks in an approach. Implements new or innovative approaches to improve work systems or practices.</p>	<p>2.1 Takes responsibility for achieving results Takes personal responsibility for seeing things through to completion. Works well independently, and uses initiative.</p> <p>2.2 Ensures quality standards are maintained Pays attention to detail and complies with required standards.</p> <p>2.3 Uses resources wisely by planning and organising effectively Plans in advance and monitors progress against project plans. Anticipates what resources will be required and liaises with the appropriate areas to ensure they are available and used wisely.</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. Supports others through change.</p>	<p>3.1 Develops and maintains effective relationships with internal & external stakeholders Focuses on ensuring that internal and external clients are satisfied, delivers prompt, efficient and courteous service. Checks clients' satisfaction and acts on 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. Supports colleagues where appropriate and encourages fellow team members to work cooperatively. Proactively keeps relevant people informed on progress of issues or projects.</p>	<p>4.1 Behaves professionally & ethically & accepts responsibility for own action Champions the importance of APS Values and Code of Conduct. Takes responsibility for displaying ethical behaviour.</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. Provides constructive feedback to others. Where appropriate, actively coaches others and encourages their ongoing development and learning.</p> <p>4.4 Commits to action Takes personal responsibility for meeting performance expectations and progressing work. Shows initiative and proactively steps in and does what is required.</p>	<p>5.1 Communicates clearly & concisely Communicates clearly and concisely verbally and in writing. Structures communication effectively and checks others understanding. Communicates with conviction and purpose.</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>5.3 Presents as confident and professional to others Presents as confident, credible and professional when speaking with others.</p>	<p>6.1 Applies and builds appropriate knowledge, skills and experience Builds, applies and maintains appropriate experience, skills and knowledge. Where relevant to the position, maintains and demonstrates professional/technical qualifications or specialist expertise</p>