

Competency Framework



Competency 1.

Leading and Deciding

1.1 Deciding and initiating action

Components:

Making decisions, Taking responsibility, Acting with confidence, Acting on own initiative

1.2 Leading and Supervising

Components: Providing direction and co-ordinating action, Supervising and monitoring behaviour, Coaching, Delegating, Empowering staff, Motivating others, Developing staff, Identifying and recruiting talent

Competency 2.

Supporting and Co-operating

2.1 Working with people

Components: Understanding others, Adapting to the team, Building team spirit, Recognising and rewarding contributions, Listening, Consulting others, Communicating proactively, Showing tolerance and consideration, Showing empathy, Supporting others, Caring for others, Developing and communicating self knowledge and insight

2.2 Adhering to principles and values

Components: Upholding ethics and values, Acting with integrity, Utilising diversity, Showing social and environmental responsibility.

Competency 3.

Interacting & Presenting

3.1 Relating and networking

Components: Building rapport, Networking, Relating across levels, Managing conflict, Using humour

3.2 Persuading and influencing

Components: Making an impact, Shaping conversations, Appealing to emotions, Promoting ideas, Negotiating Gaining agreement, Dealing with political issues

3.3 Presenting and communicating information

Components: Speaking fluently, Explaining concepts and opinions, Articulating key points of an argument, Presenting and public speaking, Projecting credibility, Responding to an audience

Competency 4.

Analysing and Interpreting

4.1 Writing and reporting

Components: Writing correctly, Writing clearly and fluently, Writing in an expressive and engaging style, Targeting communication

4.2 Applying expertise and technology

Components: Applying technical expertise, Building technical expertise, Sharing expertise, Using technology resources, Demonstrating physical and manual skills, Demonstrating cross-functional awareness, Demonstrating spatial awareness

4.3 Analysing

Components: Analysing and evaluating information, Testing assumptions and investigating, Producing solutions, Making judgements, Demonstrating systems thinking.

Competency 5.

Creating and Conceptualising

5.1 Learning and researching

Components: Learning quickly, Gathering information, Thinking quickly, Encouraging and supporting organisational learning, Managing knowledge

5.2 Creating and innovating

Components: Innovating, Seeking and introducing change

5.3 Formulating strategies and concepts

Components: Thinking broadly, Approaching work strategically, Setting and developing strategy, Visioning

Competency 6.

Organising and Executing

6.1 Planning and organising

Components: Setting objectives, Planning, Managing time, Managing resources, Monitoring progress

6.2 Developing results and meeting customer expectations

Components: Focusing on customer needs and satisfaction, Setting high standards for quality, Monitoring and maintaining quality, Working systematically, Maintaining quality processes, Maintaining productivity levels, Driving projects to results

6.3 Following instructions and procedures

Components: Following directions, Following procedures, Time keeping and attending, Demonstrating commitment, Showing awareness of safety issue, Complying with legal obligations

Competency 7.

Adapting and Coping

7.1 Adapting and responding to change

Components: Adapting, Accepting new ideas, Adapting interpersonal style, Showing cross-cultural awareness, Dealing with ambiguity

7.2 Coping with pressures and setbacks

Components: Coping with pressure, Showing emotional self-control, Balancing work and personal life, Maintaining a positive outlook, Handling criticism

Competency 8

Enterprising and Performing

8.1 Achieving personal work goals and objectives

Components: Achieving objectives, Working energetically and enthusiastically, Pursuing self- development, Demonstrating ambition

8.2 Entrepreneurial and commercial thinking

Components: Monitoring markets and competitors, Identifying business opportunities, Demonstrating financial awareness, Controlling costs, Keeping aware of organisational issues

Each of the above competencies will be classified as either essential, desirable or less relevant on the role description.