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**Civil Service Capability
Framework**

Administrative Officer

Capability Framework Overview



Building Future Readiness

Digital Focus, Innovation & Upskilling for the Future

Strategic Awareness & Change



Leading & Empowering

Leading, Motivating & Developing

Leading with Specialist Insight

Capability:
Behaviours
Skills
Strengths
Knowledge
Values
Motivation
Interests

Evidence Informed Delivery

Delivering Excellence

Analysis, Judgement & Decision Making



Communicating & Collaborating

Communicating & Influencing

Engaging & Collaborating



Building Future Readiness

Delivering excellent public policy and services requires us to embrace change and innovation. We strive to create an inclusive customer centric strategy and vision that keeps pace with environmental, social and technological changes. Adopting an agile and digital-first approach, we will continually upskill, change and improve how we do things to meet current and future demands.



Building Future Readiness

Digital Focus, Innovation & Upskilling for the Future

- Digital Focus
- Innovation & Creative Solutions
- Upskilling for the Future

Strategic Awareness & Change

- Strategic Awareness & Future Focus
- Contextual Awareness
- Facilitating Change



Digital Focus, Innovation & Upskilling for the Future

Digital Focus

- Maximises the use of technology and digital solutions to drive efficiencies and support better service delivery

Innovation & Creative Solutions

- Delivers innovative ideas, creative solutions and useful suggestions, with a good understanding of the practicalities
- Tries new or different approaches, demonstrating the flexibility to learn from mistakes, adapt and improve

Upskilling for the Future

- Proactively seeks development opportunities, building on strengths and addressing weaknesses or gaps with a positive attitude and willingness to learn
- Committed to building knowledge and skills for the future



Key Skills Examples

- Innovation
- IT and digital skills
- Continuous learning
- Design thinking
- Process improvement



Strategic Awareness & Change

Strategic Awareness & Future Focus

- Contributes to the development of policy, strategy and future planning for their area
- Understands where their works fits within the broader team and organisational and departmental strategy and sets goals that contribute to strategic objectives

Contextual Awareness

- Keeps up to date with wider Civil Service policies and developments relevant to their own area
- Considers the wider impact of policies and strategies, including who or what they affect

Facilitating Change

- Supports others through change, highlighting the benefits of change, innovation or new technology
- Identifies and makes recommendations for change based on their analysis, expertise and insights



Key Skills Examples

- Supporting change
- Strategic thinking
- Strategy implementation
- Goal setting Policy development

Evidence Informed Delivery

Delivering excellent public policy and services requires us to make evidence based and well-informed judgements and decisions, prioritise objectives and effectively manage resources, using relevant information to evaluate the delivered outcome to ensure maximum benefit for the people we serve.



Evidence Informed Delivery





Delivering Excellence

Managing Work Effectively

- Manages, plans and prioritises workload to ensure targets and deadlines are met
- Works in a systematic, organised and efficient manner, getting up to speed with new tasks at an appropriate pace
- Manages projects effectively, reporting on progress and challenges

Delivering Quality Outcomes & Service

- Sets high standards and goals and shows commitment to meeting these
- Has procedures in place to ensure work is of high quality
- Delivers excellent customer service and prioritises the customer experience
- Seeks feedback and evaluates delivery against required outcomes

Attitude, Initiative & Flexibility

- Demonstrates initiative and self-sufficiency in managing and progressing projects and work
- Maintains resilience and a 'can-do' attitude when working under pressure or constraints, seeking support when necessary
- Flexible and agile in the face of challenges or changing demands



Key Skills Examples

- Project management
- Risk management
- Project evaluation
- Customer service
- Goal setting



Analysis, Judgement & Decision Making

Research & Analysis

- Strong research skills, can gather and analyse data from a range of sources, to identify key information or core issues
- Utilises data appropriately to inform research, policy and decision making
- Analyses and evaluates complex verbal and numerical information in an accurate and timely manner

Problem Solving

- Solves problems in a logical manner, gathering relevant information and data, exploring different solutions and escalating issues where necessary

Informed Judgement & Decision Making

- Makes balanced judgements and decisions, drawing from evidence, experience and relevant policies and procedures.
- Makes appropriate and timely decisions, seeking support when required
- Exhibits good judgement in dealing with difficult, ambiguous situations and 'on-the-spot' issues



Key Skills Examples

- Research skills
- Data analytics
- Data management and visualisation
- Critical thinking

Leading & Empowering

Delivering excellent public policy and services requires us to lead in our areas of expertise, inspire others and create a clear vision. We are committed to developing, supporting, and empowering our colleagues to meet their potential and to creating a positive and inclusive work environment where everyone's contribution is valued.



Leading & Empowering

Leading, Motivating & Developing

Leadership Capacity, Coaching and Developing

Empowerment, Trust & Honesty

Social & Emotional Awareness

Leading with Specialist Insight

Specialist Expertise & Professional Development

Leading, Advocating and Knowledge Sharing

Working Independently and Autonomously



Leading, Motivating & Developing

Leadership Capacity, Coaching and Developing

- Shows leadership capacity, through coaching, supporting and motivating others
- Has a good understanding of other's strengths and makes an effort to utilise and develop these
- Provides feedback and/or supports performance management, where appropriate or with managerial support

Empowerment, Trust & Honesty

- Empowers and trusts their colleagues, delegates tasks where possible and values others' input and opinions
- Helps create an inclusive, safe and open teamworking environment
- Works with integrity, honesty and accountability

Social & Emotional Awareness

- Prioritises wellbeing for self and others, showing consideration, empathy and support
- Demonstrates good self-awareness and ability to manage own emotions and behaviour, particularly in challenging situations



Key Skills Examples

- Performance management
- Coaching and feedback
- Conflict management
- Managing remote or blended teams



Leading with Specialist Insight

Specialist Expertise & Professional Development

- Demonstrates a high degree of specialist expertise and knowledge in their area
- Committed to continuous professional development, engaging in relevant courses, conferences and activities to keep knowledge up to date

Leading, Advocating and Knowledge Sharing

- Leads and advocates in their area of expertise, through openly sharing insights, knowledge, evidence and rationale
- Finds opportunities to share and transfer knowledge
- Capable of describing technical terms in an easily understandable manner

Working Independently and Autonomously

- Capable of working independently, as well as with their team and with other areas or functions
- Comfortable working autonomously, determining what work needs to be done and how to do it, with the ability to self-motivate



Key Skills Examples

- Specialist skills in own area of expertise
- Communication and influencing skills
- Research skills

Communicating & Collaborating

Delivering excellent public policy and services requires us to work together, build relationships and collaborate enabling a joined up, whole-of-Government approach. Effective engagement and communication with our customers, clients and colleagues will enhance and build trust in our services.



Communicating & Collaborating

Communicating & Influencing

Communicating Effectively & Listening to Understand

Influencing and Negotiation Skills

Engaging & Collaborating

Networking, Engaging & Consulting

Collaboration, Teamwork & Building Relationships



Communicating & Influencing

Communicating Effectively & Listening to Understand

- Communicates and presents in a clear, professional and engaging manner, across verbal, digital and written communications
- Shares the appropriate level of detail and presents relevant information and data in an accessible and understandable format
- Demonstrates understanding of own communication approach, developing their skills and adjusting style, as appropriate
- Prioritises diversity and makes an active effort to involve and listen to different people and perspectives

Influencing and Negotiation Skills

- Tactfully influences and persuades others and considers compromise when necessary
- Style of influencing, negotiating and managing conflict is appropriate and respectful at all times
- Approaches difficult discussions, questions or negotiations with consideration and sensitivity, seeking support where required



Key Skills Examples

- Written skills
- Presenting
- Active listening
- Influencing and negotiation skills



Engaging & Collaborating

Networking, Engaging & Consulting

- Builds useful networks, internally, externally and internationally
- Prioritises engaging and consulting with relevant stakeholders

Collaboration, Teamwork & Building Relationships

- Effectively collaborates within and outside of their team
- Utilises interpersonal skills to build positive and effective working relationships, even in a blended or hybrid environment
- Keeps their team, colleagues and manager appropriately informed, involved and updated
- Asks questions to understand the work happening across other areas and offers to support cross-functional projects where possible



Key Skills Examples

- Networking skills
- Collaboration
- Teamwork
- Interpersonal skills