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CO

Civil Service Capability Framework

Clerical Officer

Capability Framework Overview



**Building
Future Readiness**

Capability:
Behaviours
Skills
Strengths
Knowledge
Values
Motivation
Interests

**Evidence
Informed Delivery**

Delivering
Excellence

Handling Information,
Problems and Decisions

**Communicating
& 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

Openness to Change

Innovation & Creative Solutions

Building Expertise & Upskilling for the Future



Building Future Readiness

Digital Focus

- Utilises technology and digital skills to drive efficiencies and support better service delivery

Openness to Change

- Shows interest and openness to change, innovation and new technology or processes
- Willing to try new approaches, seeking support when needed and openly sharing and learning from mistakes

Innovation & Creative Solutions

- Puts forward innovative ideas, creative solutions or helpful suggestions, no matter how small

Building Expertise & Upskilling for the Future

- Enthusiastic about development opportunities, demonstrating a positive attitude, openness to feedback and willingness to learn
- Committed to improving knowledge and skills for the future
- Develops specialist expertise in their area, through listening and learning from others



Key Skills Examples

- IT skills (e.g., Microsoft Office)
- Digital literacy
- Specialist skills in own area of expertise
- Continuous learning
- Innovation

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

Delivering Quality Outcomes & Service

Attitude, Ownership & Flexibility

**Handling
Information,
Problems
and Decisions**

Gathering & Processing Information

Problem Solving

Informed Judgement & Decision Making



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
- Uses their time effectively, seeking additional work or volunteering to support others during quiet periods

Delivering Quality Outcomes & Service

- Maintains a focus on quality, accuracy and attention to detail, even when completing routine tasks
- Delivers high quality and professional customer service
- Actively seeks support, checks and reviews their work to ensure high standards

Attitude, Ownership & Flexibility

- Takes ownership and responsibility over work, strives to become self-sufficient in their area of responsibility
- Gets up to speed with new tasks or roles at an appropriate pace and asks questions to ensure correct understanding
- Flexible, agile and resilient in the face of challenges or changing demands, maintaining a 'can-do' attitude and seeking support as necessary



Key Skills Examples

- Customer service
- Project management
- Time management
- Planning and organising



Handling Information, Problems and Decisions

Gathering & Processing Information

- Ability to gather, understand and work with information from a range of different sources
- Handles all information and data carefully, particularly when dealing with sensitive or confidential matters
- Checks, processes, and interprets information and data, in an accurate and timely manner

Problem Solving

- Identifies and solves problems in an effective and efficient manner, with support
- Understands when to escalate issues, sharing all relevant information and working with others to find a solution

Informed Judgement & Decision Making

- Makes good judgements and decisions, considering the available information and following the relevant procedures or protocol
- Makes appropriate and timely decisions on matters within own remit, seeking support and referring decisions upward, where necessary



Key Skills Examples

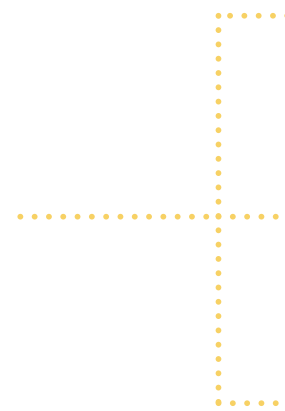
- Working with data
- Problem solving
- Information processing
- Decision-making skills

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**



Collaboration, Teamwork
& Building Relationships

Effective Communication

Engaging, Including & Listening



Communicating & Collaborating

Collaboration, Teamwork & Building Relationships

- Utilises interpersonal skills to build positive and effective working relationships, even in a blended or hybrid working environment
- Effective collaboration and teamworking skills, plays their part and works well with team members

Effective Communication

- Communicates in a clear, helpful and appropriate manner verbally, digitally, and in writing
- Willing to communicate openly, sharing their views, thoughts and concerns
- Keeps others updated, sharing all relevant details
- Approaches difficult conversations with care and professionalism, seeking support when required

Engaging, Including & Listening

- Listens carefully to others and takes on board their views, guidance and feedback
- Appreciates diversity and makes an effort to listen, include and engage with a variety of people



Key Skills Examples

- Written skills
- E-mailing
- Active listening
- Meeting participation
- Teamwork
- Interpersonal skills