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EEO

Civil Service Capability Framework

Executive Officer

Capability Framework Overview



Building Future Readiness



Leading & Empowering

Leading, Supporting & Developing

Leading with Specialist Insight

Capability:
Behaviours
Skills
Strengths
Knowledge
Values
Motivation
Interests

Evidence Informed Delivery

Delivering Excellence

Managing 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

Upskilling for the Future



Building Future Readiness

Digital Focus

- Maximises the use of 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, actively exploring the practicalities and providing feedback or suggestions
- Willing to try new approaches, seeking support when needed and openly sharing and learning from mistakes

Innovation & Creative Solutions

- Actively puts forward innovative ideas, creative solutions or helpful suggestions

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
- Aware of own strengths and development areas



Key Skills Examples

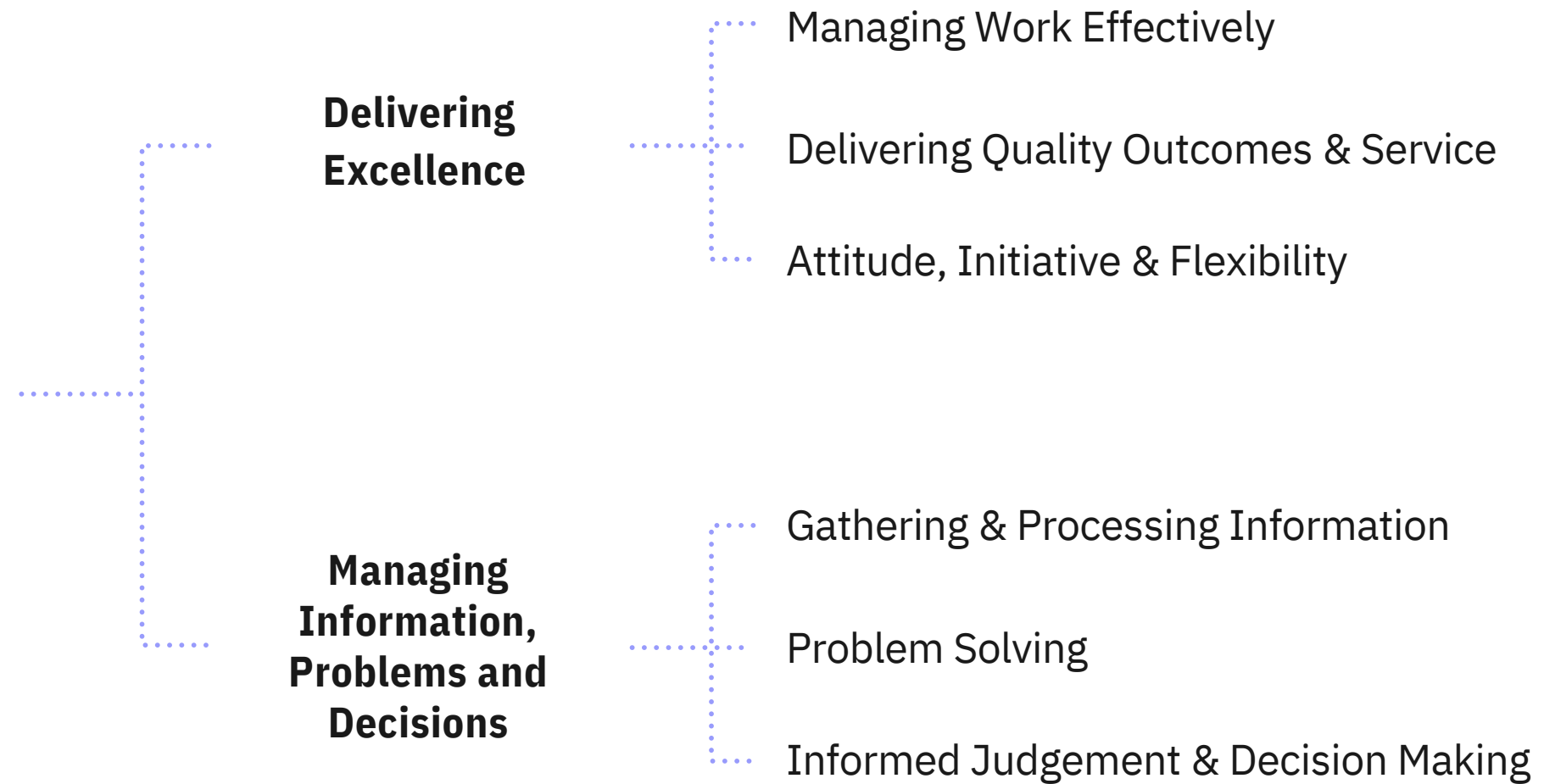
- IT and digital skills
- Digital literacy
- Process improvement
- Innovation

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

- Manages, plans and prioritises workload to ensure targets and deadlines are met
- Works in a systematic, organised and efficient manner
- Has good oversight of their teams work and puts procedures in place to track quality and productivity
- Ensures they have a sufficient workload, seeks additional work and uses appropriate initiative to take on other tasks

Delivering Quality Outcomes & Service

- Delivers high quality standards with excellent attention to detail and accuracy
- Ensures high quality, professional customer service, resolving complex issues and queries and prioritising customer experience

Attitude, Initiative & Flexibility

- Demonstrates ownership, initiative and responsibility over work, becoming self-sufficient in their own area of responsibility
- Maintains resilience and a 'can-do' attitude when learning new skills or working under pressure, seeking support when needed
- Flexible, agile and resilient in the face of challenges or changing demands



Key Skills Examples

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



Managing Information, Problems and Decisions

Gathering & Processing Information

- Can gather, understand, utilise and analyse information from a range of different sources
- Manages all information and data carefully, particularly with sensitive or confidential matters
- Correctly processes and interprets verbal information, in a timely manner
- Accurately evaluates numerical information and data, in a timely manner

Problem Solving

- Identifies and solves complex problems, with the support of their team if needed
- Escalates issues appropriately, communicating all relevant information and suggesting possible solutions

Informed Judgement & Decision Making

- Makes balanced judgements and decisions, considering the available information, previous learnings 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
- Report writing skills
- Problem solving
- 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, Supporting & Developing

Leading, Developing & Including Others

Empowerment, Trust & Honesty

Social & Emotional Awareness

Leading with Specialist Insight

Specialist Expertise & Professional Development

Leading and Knowledge Sharing

Working Independently



Leading, Supporting & Developing

Leading, Developing & Including Others

- Leads, supports and motivates the team to achieve set goals
- Works well with diverse teams, ensuring their colleagues are included, heard, supported and valued
- Offers coaching, guidance and feedback to others to support their development

Empowerment, Trust & Honesty

- Empowers their team and colleagues by delegating tasks and showing trust
- Works with integrity, honesty and accountability

Social & Emotional Awareness

- Prioritises wellbeing for self and others, showing consideration, empathy and support
- Makes an effort to be self-aware and manage own emotions and behaviour, particularly in challenging situations



Key Skills Examples

- Performance management
- Coaching
- Delegation
- Providing feedback



Leading with Specialist Insight

Specialist Expertise & Professional Development

- Develops specialist expertise and knowledge in their area
- Committed to Continuous Professional Development, engaging in relevant courses and activities to keep knowledge up to date
- Builds their expertise through listening and learning from others

Leading and Knowledge Sharing

- Contributes to discussions and decisions by sharing insights and evidence
- Promotes their own area of expertise and understands the value it brings
- Finds opportunities to share or showcase their specialist knowledge

Working Independently

- Comfortable working independently in their area, but also engages with other groups outside of their direct work or team
- Quickly learns what work needs to be done and how to do it, seeking support or guidance when necessary



Key Skills Examples

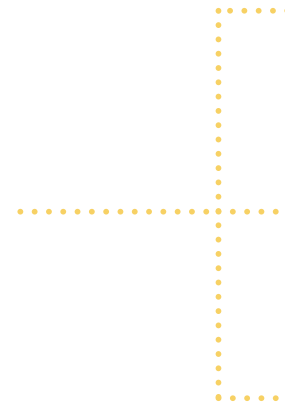
- Specialist skills in own area of expertise
- Research skills
- Communication and influencing

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

Listening, Consulting & Engaging



Communicating & Collaborating

Collaboration, Teamwork & Building Relationships

- Utilises interpersonal skills to build positive and effective working relationships, even in a blended or hybrid working environment
- Strong collaboration and teamworking skills, plays their part and works well with colleagues within and outside of own team

Effective Communication

- Communicates in a clear and appropriate manner verbally, digitally and in writing, adapting approach to suit the audience
- Shares the appropriate level of detail and communicates information in an accessible and understandable format
- Willing to communicate with colleagues at all levels, openly sharing their views, thoughts and concerns
- Manages difficult conversations with professionalism, respect and sensitivity, seeking support when required

Listening, Consulting & Engaging

- Listens to, consults and engages with relevant stakeholders, keeping them informed as necessary
- Appreciates diversity and makes an active effort to listen, consult and engage with a variety of people



Key Skills Examples

- Written skills
- Presenting
- Active listening
- Meeting participation
- Teamwork
- Interpersonal skills