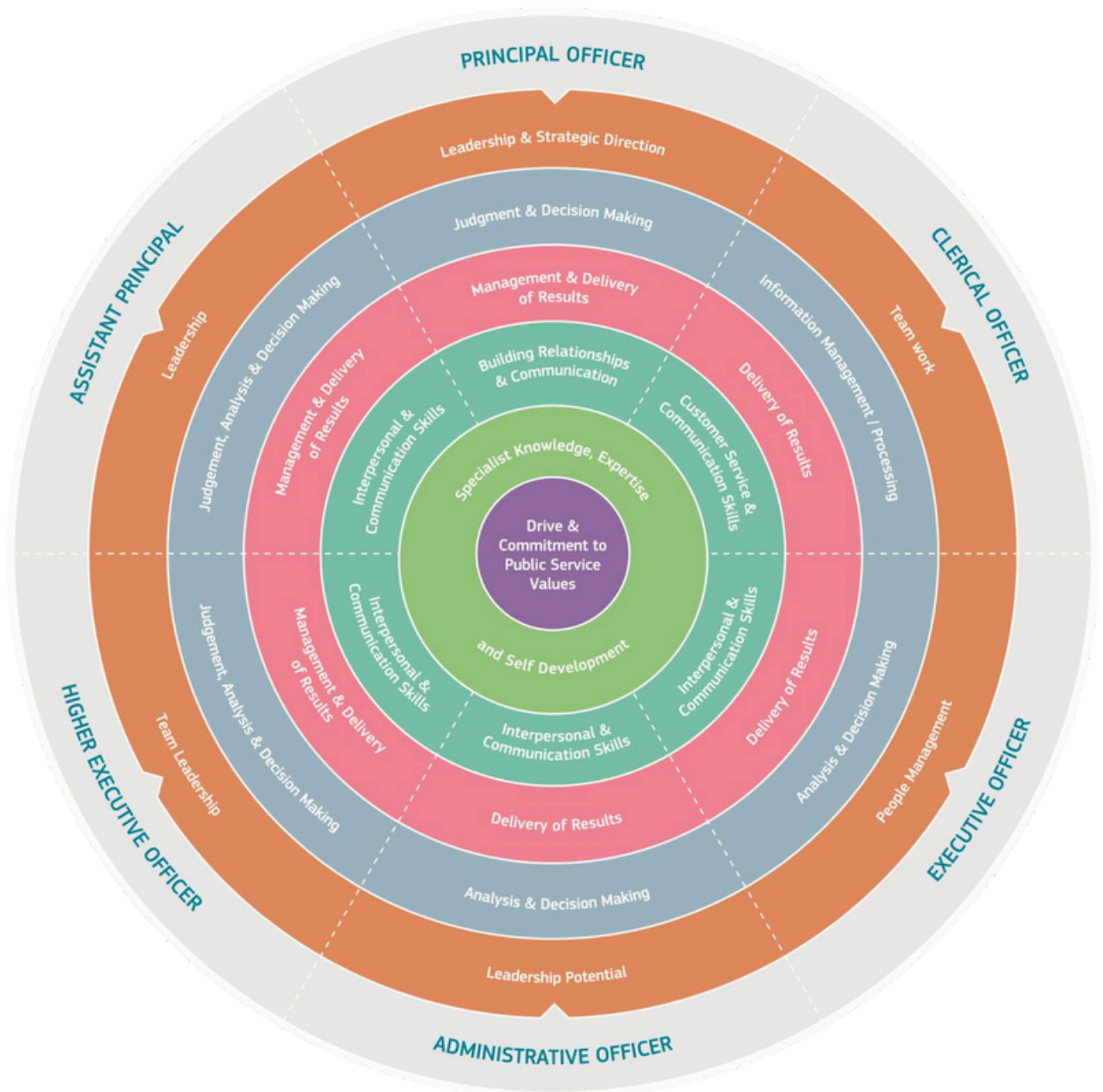


Civil Service Competency Framework Model



Administrative Officer Level Competency Model



● **Notes**

Administrative Officer Level Competencies

Effective Performance Indicators

Leadership Potential	Is flexible and willing to adapt, positively contributing to the implementation of change
	Contributes to the development of policies in own area and the broader Department/ Organisation
	Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way
	Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others
	Formulates a perspective on issues considered important and actively contributes across a range of settings
Analysis & Decision Making	Is skilled policy analysis and development, challenging the established wisdom and adopting an open-minded approach
	Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral)
	Uses numerical data skilfully to understand and evaluate business issues
	Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions
	Sees the logical implications of taking a particular position on an issue
	Is resourceful and creative, generating original approaches when solving problems and making decisions
	Assumes personal responsibility for and delivers on agreed objectives/ goals
Delivery of Results	Manages and progresses multiple projects and work activities successfully
	Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these
	Maintains a strong focus on meeting the needs of customers at all times
	Ensures all outputs are delivered to a high standard and in an efficient manner
	Use resources effectively, at all times challenging processes to improve efficiencies
	Communicates in a fluent, logical, clear and convincing manner verbally and in writing
Interpersonal & Communication Skills	Is able to listen effectively and develop a two-way dialogue quickly
	Maintains a strong focus on meeting the needs of internal and external customers
	Effectively influences others to take action
	Works to establish mutual understanding to allow for collaborative working
	Works effectively
Specialist Knowledge, Expertise and Self Development	Clearly understands the role, objectives and targets and how they fit into the work of the unit and Department/ Organisation.
	Develops the expertise necessary to carry out the role to a high standard and shares this with others
	Is proactive in keeping up to date on issues and key developments that may impact on own area, the Department and/ or wider public service

	Consistently reviews own performance and sets self-challenging goals and targets
	Has significant expertise in his/her field that is recognised and utilised by colleagues
Drive & Commitment to Public Service Values	Consistently strives to perform at a high level
	Maintains consistent effort under pressure and is resilient to criticism or setbacks at work
	Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency
	Is personally trustworthy and can be relied upon
	Places the citizen at the heart of all process and systems
	Upholds the highest standards of honesty, ethics and integrity



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