# NSW Public Sector Capability Framework

The capability framework describes the core capabilities and behaviours required of public sector employees, across all occupational groups. It provides a common foundation for creating roles, managing performance, development and career planning. They are spread across five groups: personal attributes; relationships; results; business enablers and people management. Within each group you will have four core capabilities that include a set of statements illustrating the type of behaviours expected at each level. Levels increase with complexity and responsibility within council and are itemised as descriptor levels. Descriptor levels range from foundational to highly advance, and increase with the complexity of the skills required.

Foundational descriptor level is aimed at experienced supervisors and managers wishing to develop their career, in a role with responsibility for managing and developing staff.

## Foundational Descriptor Level

| Personal Attributes | Relationship | Results | People Management |
|---|---|---|---|
| **Display resilience and courage:** Be open to new ideas. Offer opinions, ask questions and make suggestions. Adapt to new situations. Stay calm and do not give up easily when problems arise. | **Communicate effectively:** Speak at the right pace and volume for audience. Allow others to speak. Be aware of own body language and facial expressions. Explain clearly and actively listen. Write in a logical way. | **Deliver results:** Complete own work tasks in budget and timeframe. Identify resources and take initiative to progress own work. Seek clarification when unsure of works tasks. | **Manage and develop people:** Clarify expected behaviour and outputs. Contribute to development of team. Give support and constructive feedback. Identify learning opportunities. Recognise performance issues. |
| **Act with integrity:** Behave in an honest, ethical and professional way. Clarify ethical behavior requirements. Follow code of conduct, and speak out against misconduct, illegal, inappropriate behaviour and conflicts of interest. | **Commit to customer service:** Help customers understand the services that are available and take responsibility to meet customer requirements. Keep customers informed and seek feedback. Show respect, courtesy and fairness with customers. | **Plan and prioritise:** Plan and coordinate activity. Prioritise own work to achieve goals. Contribute to team work plans and goals. Understand team objectives and how work relates to achieving these. | **Inspire direction and purpose:** Ensure team understands the organisations policies, services and direction. Ensure they understand how their activities align to business objectives. Recognise team member high performance. |
| **Mange self:** Be willing to apply new skills. Show commitment to completing work activities. Look for opportunities to learn from the feedback of others. | **Work collaboratively:** bB supportive, co-operative and share information. Respond to others who need clarity and guidance. Help others with high workloads, and keep supervisors informed of work tasks. | **Think and solve problems:** Find and check information to complete work task. Inform supervisor of any issues that may impact. Share ideas about ways to improve tasks and solve problems. Make improvement suggestions. | **Optimise business outcomes:** Use resources effectively. Inform customers about processes and decisions. Understand and use business principles to achieve work tasks and goals. |
| **Value diversity:** Be responsive to diverse experiences, perspectives, values and beliefs. Be open to others inputs. Work to understand the perspectives of others. | **Influence and negotiate:** Use facts to support claims. Find solutions and resolve differences with others. Know when to withdraw from conflict or respond without worsening the situation. | **Demonstrate accountability:** Take responsibility for actions. Be aware of delegations and work within authority. Be aware of team goals and tasks. Follow safe work practices. Escalate any issues when identified. | **Manage reform and change:** Support change initiatives, and understand their purpose and impact. Share information to assist with change and uncertainty. Support team to accept and facilitate change. |