**Constable / Senior Constable Capabilities**

**Display Resilience and Courage**

 Be flexible, show initiative and respond quickly when situations change

 Give frank and honest feedback/advice

 Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively

 Raise and work through challenging issues and seek alternatives

 Keep control of own emotions and stay calm under pressure and in challenging situations

**Act with integrity**

 Model the highest standards of ethical behaviour and reinforce them in others

 Represent the organisation in an honest, ethical and professional way and set an example for others to follow

 Ensure that others have a working understanding of the legislation and policy framework within which they operate

 Promote a culture of integrity and professionalism within the organisation and in dealings external to government

 Monitor ethical practices, standards and systems and reinforce their use

 Act on reported breaches of rules, policies and guidelines

**Manage self**

 Look for and take advantage of opportunities to learn new skills and develop strengths

 Show commitment to achieving challenging goals

 Examine and reflect on own performance

 Seek and respond positively to constructive feedback and guidance

 Demonstrate a high level of personal motivation

**Value diversity**

 Be responsive to diverse experiences, perspectives, values and beliefs and listen to others’ individual viewpoints

 Seek input from others who may have different perspectives and needs

 Adapt well in diverse environments

**Communicate effectively**

 Tailor communication to the audience

 Clearly explain complex concepts and arguments to individuals and groups

 Monitor own and others’ non-verbal cues and adapt where necessary

 Create opportunities for others to be heard

 Actively listen to others and clarify own understanding

 Write fluently in a range of styles and formats

**Customer service**

 Support a culture of quality customer service in the organisation

 Demonstrate a thorough knowledge of the services provided and relay to customers

 Identify and respond quickly to customer needs

 Consider customer service requirements and develop solutions to meet needs

 Resolve complex customer issues and needs

 Co-operate across work areas to improve outcomes for customers

**Work collaboratively/teamwork**

 Work as a supportive and co-operative team member, share information and acknowledge others’ efforts

 Respond to others who need clarification or guidance on the job

 Step in to help others when workloads are high

 Keep team and supervisor informed of work tasks

**Influence and negotiate**

 Utilise facts, knowledge and experience to support recommendations

 Work towards positive and mutually satisfactory outcomes

 Identify and resolve issues in discussion with other staff and stakeholders

 Identify others’ concerns and expectations

 Respond constructively to conflict and disagreements

 Keep discussion focused on the key issues

**Deliver results**

 Complete own work tasks under guidance, within set budgets, timeframes and standards

 Take the initiative to progress own work

 Identify resources needed to complete allocated work tasks

 Seek clarification when unsure of work tasks

**Plan and prioritise**

 Understand the team/unit objectives and align operational activities accordingly

 Initiate, and develop team goals and plans and use feedback to inform future planning

 Respond proactively to changing circumstances and adjust plans and schedules when necessary

 Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals

 Accommodate and respond with initiative to changing priorities and operating environments

**Problem solving**

 Research and analyse information and make recommendations based on relevant evidence

 Identify issues that may hinder completion of tasks and find appropriate solutions

 Be willing to seek out input from others and share own ideas to achieve best outcomes

 Identify ways to improve systems or processes which are used by the team/unit

**Demonstrate accountability**

 Take responsibility and be accountable for own actions

 Understand delegations and act within authority levels

 Identify and follow safe work practices, and be vigilant about their application by self and others

 Be alert to risks that might impact the completion of an activity and escalate these when identified

 Use financial and other resources responsibly

**Financial literacy**

 Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions

 Be aware of financial delegation principles and processes

 Understand compliance obligations related to using resources and recording financial transactions

**Technology**

 Apply computer applications that enable performance of more complex tasks

 Apply practical skills in the use of relevant technology

 Make effective use of records, information and knowledge management functions and systems

 Understand and comply with information and communications security and acceptable use policies

**Project Management**

 Perform basic research and analysis which others will use to inform project directions

 Understand project goals, steps to be undertaken and expected outcomes

 Prepare accurate documentation to support cost or resource estimates

 Participate and contribute to reviews of progress, outcomes and future improvements

 Identify and escalate any possible variance from project plans

**Manage and develop people**

 Clarify work required, expected behaviours and outputs

 Contribute to developing team capability and recognise potential in people

 Give support and regular constructive feedback that is linked to development needs

 Identify appropriate learning opportunities for team members

 Recognise performance issues that need to be addressed and seek appropriate advice

**Inspire direction and purpose**

 Assist team to understand organisational direction and explain the reasons behind decisions

 Ensure the team/unit objectives lead to the achievement of business outcomes that align with organisational policies

 Recognise and acknowledge individual/team performance

**Optimise Business Outcomes**

 Keep team members informed of the reasons for decisions so that this may inform their work

 Ensure that team members make effective use of resources to maximise business outcomes

 Ensure that team members understand and inform customers about processes, practices and decisions

 Ensure team members understand business principles to achieve work tasks effectively

 Ensure team goals and standards are met

**Manage reform and change**

 Promote change processes and communicate change initiatives across the team/unit

 Accommodate changing priorities and respond flexibly to uncertainty and ambiguity

 Support others in managing uncertainty and change