

## APS 4

1. Contributes to strategic thinking	2. Achieves results	3. Supports productive working relationships	4. Displays personal drive and integrity	5. Communicates with influence	6. Demonstrates professional or technical proficiency
<p><b>1.1 Supports shared purpose and direction</b></p> <p>Demonstrates a sound understanding of the Australian Public Service (APS) environment and the department's role and functions. Recognises the importance of processes and outputs in the work area. Helps others in understanding the department's role and relevant policies and guidelines about the work of the area.</p> <p><b>1.2 Thinks strategically</b></p> <p>Aligns own work to business directions and goals. Identifies issues and problems that may impact on work area plans and objectives. Participates actively in planning for the achievement of work area goals.</p>	<p><b>2.1 Identifies and uses resources wisely</b></p> <p>Actively contributes to a positive work culture where department resources, including technology, are used effectively, efficiently and lawfully. Contributes ideas to improve efficiency and work practices. Makes some contribution to planning the work of the area to create the environment for success and optimise standards of performance and delivery. Considers own and team performance and identifies opportunities for effective resource use.</p> <p><b>2.2 Applies and builds professional expertise</b></p> <p>Develops and uses own expertise appropriately to perform tasks and support the work of the area. Integrates and applies professional input of others to maximise the quality of work outputs and services.</p>	<p><b>3.1 Nurtures internal and external relationships</b></p> <p>Takes the initiative in building rapport and maintaining relationships with internal and external clients and stakeholders. Liaises effectively through relevant networks internally and externally.</p> <p><b>3.2 Listens to, understands and recognises the needs of others</b></p> <p>Works collaboratively and encourages co-operation with team members and clients. Works effectively across work areas to ensure a collaborative approach. Actively participates as a valuable team member and supports participative decision making.</p> <p><b>3.3 Values individual differences and diversity</b></p> <p>Demonstrates trust, respect and understanding towards others. Recognise individual differences at work and attempts to understand diverse perspectives. Works effectively with a diverse workforce in the department.</p>	<p><b>4.1 Demonstrates public service professionalism and probity</b></p> <p>Provides a quality professional service, applies ethical work practices and demonstrates integrity in all aspects of work. Knows and upholds What We Value, the APS values, the APS Code of Conduct and other relevant professional codes of ethics and practice and OH&amp;S requirements. Promotes understanding of the principles of the Charter of Public Service in a Culturally Diverse Society. Provides honest and impartial advice to clients and stakeholders. Models ethical behaviour for others. Is accountable for actions.</p>	<p><b>5.1 Communicates clearly</b></p> <p>Communicates proficiently both orally and in writing. Prepares standard and non-standard correspondence in a manner that is easily understood. Communicates routine technical information clearly. Explains ideas thoroughly and concisely.</p> <p><b>5.2 Listens, understands and adapts to audience</b></p> <p>Engages in active listening and seeks clarification of own understanding. Tailors communication to audience and circumstances and ensures common understanding of issues. Encourages discussion and checks audience understanding.</p>	<p><b>6.1 Demonstrates technical, professional or specialist knowledge and expertise</b></p> <p>Has specialised knowledge and understanding of policies, procedures and guidelines and/or specialised technical knowledge relevant to the work area. Provides appropriate advice in area of professional/technical specialisation. Ensures knowledge, skills and expertise are current and appropriate to complete work objectives. Has ability to use more specialised tools, systems and technology within area of expertise. Understands and applies relevant legislation, policy, governance and regulatory frameworks as needed.</p>

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<p><b>1.3 Harnesses information and opportunities</b></p> <p>Uses information from various sources to aid understanding of issues. Ensures own knowledge is current and applicable to work area. Maintains an awareness of the work activities of colleagues. Recognises and acts on opportunities for improvement.</p> <p><b>1.4 Shows judgment, intelligence and common sense</b></p> <p>Is able to undertake less complex research and to analyse and report on findings. Interprets and applies legislation and guidelines for decision making tasks using sound reasoning. Applies an appropriate level of investigation, consideration and critical evaluation to issues. Has a broad view of issues and context and is able to reason objectively to develop practical solutions to work issues.</p>	<p><b>2.3 Responds positively to change</b></p> <p>Shows flexibility in responding to uncertainty and changing demands. Supports and provides input into change initiatives. Modifies own work practices to support changing circumstances and organisational focus. Helps others in dealing with uncertainty and change.</p> <p><b>2.4 Takes responsibility for managing work projects to achieve results</b></p> <p>Contributes to planning own and team work targets and deadlines. Sets priorities and monitors work flow to achieve workplace goals within set timeframes. Regularly monitors own work performance against stated objectives and is able to work independently and manage specific tasks, processes or activities. Takes personal responsibility for work outputs and/or service provided to clients.</p>	<p><b>3.4 Shares learning and supports others</b></p> <p>Where possible, provides ongoing support, advice, guidance and coaching for others. Provides encouragement to others and feedback on performance when needed. Undertakes performance management responsibilities in a timely and constructive manner when needed.</p> <p><b>3.5 Strives for service excellence</b></p> <p>Ensures clients feel valued and respected and demonstrates understanding of the expectations and preferences of clients from culturally and linguistically diverse groups. Takes responsibility for delivering a high standard of client service that is accurate, timely, consistent and appropriate. Understands client service processes and practices and the importance of effective client service.</p>	<p><b>4.2 Engages with risk and shows personal courage</b></p> <p>Accepts responsibility for mistakes and tries to learn from the situations. Demonstrates willingness to seek advice and assistance from others if needed. Considers risks that will impact on own and team's work and applies appropriate steps to mitigate those risks.</p> <p><b>4.3 Commits to action</b></p> <p>Shows action orientation and commitment to achieving own and team outcomes and objectives. Demonstrates personal drive and enthusiasm towards work.</p>	<p><b>5.3 Negotiates to reconcile diverse views</b></p> <p>Recognises need for communication and identifies others' concerns and expectations. When needed, is able to be persuasive when presenting own view. Is generally able to resolve conflicts and differences and respond effectively to diverse interactions. Demonstrates awareness of, and respect for, cultural differences when liaising with colleagues and clients from a diverse range of backgrounds and cultures.</p>	

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			<p><b>4.4 Promotes and adopts a positive and balanced approach to work</b></p> <hr/> <p>Shows resilience and optimism and persists to achieve good outcome despite barriers or difficult circumstances. Responds appropriately to criticism and conflict situations. Maintains a balanced perspective on issues and supports others in times of crisis. Balances work and life and acts to maintain personal health and wellbeing.</p> <p><b>4.5 Demonstrates self-awareness and a commitment to personal development</b></p> <hr/> <p>Monitors own performance and accesses opportunities for ongoing development. Participates in performance management processes including seeking, receiving, giving and acting on feedback. Demonstrates awareness of own capabilities and is appropriately responsive to feedback.</p>		