# Top Capabilities – Permitting Officer

| **Capability** | **Definition** | **Key indicators of the capability** |
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| Achieves Results | Sets and delivers high work standards, demonstrates the drive to meet targets.Prioritises and organises tasks and resources to ensure timely achievement of results | * Maximises work output by setting goals and priorities tracking and measuring outcomes and taking swift remedial action when necessary.
* Can be relied upon to regularly exceed goals agreed
* Is tenacious and perseveres when others might give up and by doing so achieves the desired results
* Anticipates forth-coming issues and adjusts actions as necessary.
* Willing to put in extra effort to meet urgent deadlines when required; shows dedication and commitment;; “goes the extra mile”
* Is resilient and performs well under pressure; responds positively to setbacks and develops alternative action
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| Takes Decisions and Solves Problems | Finds and delivers optimal solutions by effectively analysing all the information, probing to develop alternatives and taking sound and timely decisions.  | * Uses previous experience and careful analysis to identify potential problems, effective solutions and arrive at sound decisions.
* Identifies and asks appropriate questions to explore and detect root causes of problems or sources and quality of evidence.
* Applies sound techniques to analyse problems, generate options and select best course of action.
* Seeks out and considers the best available information before making decisions. Probes, checks and confirms veracity of data as appropriate.
* Confronts head-on difficult situations where major decisions have to be made quickly.
* Makes sound decisions based on complex or incomplete information and/or within limited timescales.
* Escalates issues when they are beyond own limitations and/or have consequences further than own responsibilities.
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| Communicates Effectively | Listens and questions to understand and engage. Conveys information and ideas clearly, accurately and persuasively through speech and writing. | * Is an active listener, has time for people; seeks their contribution.
* Uses full range of communication methods to ensure effective understanding.
* Considers needs of and impact on audience, anticipates reactions and uses appropriate communication method and style.
* Prepares written reports and data in clear, readable and accurate manner, using appropriate grammar, syntax and style.
* Ensures communication is two-way; responds and acts on feedback
* When presenting is easily understood and inspires attention from an audience.
* Is clear and to the point when speaking.
* Anticipates the main issues and prepares responses.
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| Data and Information Management | Collects, analyses, interprets, records, manages, develops and shares data, material or information appropriately for a variety of purposes. | * Ensures that activities are carried out and documentation completed according to the relevant data laws, policies, processes and standards.
* Accurately and safely collects, enters and maintains data in line with Environment Agency procedures and stores data, or material, for subsequent analysis safely.
* Anticipates requirements for data or information and/or identifies future reporting requirements and puts in place the means to meet these.
* Examines and tests out sources and validity of data/information before using; makes clear the status or reliability of material used. Undertakes more data gathering where necessary.
* Produces factually accurate reports, both verbal and written using data and statistics supported by tools, databases and specialised software.
* Prepares and presents findings in a logical and well-structured manner that can be readily accessed and understood by a wide audience.
* Is fully aware of all documentation applicable to roles & responsibilities. Knows how to find out if unsure.
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| Focuses on Customers and Partners | Addresses the needs of internal and external customers, provides rapid and effective responses | * Recognises the concept of both internal and external customers and treats both equally well.
* Identifies and addresses the needs of customers, delivering what is promised and ensuring that they are satisfied with the outcomes.
* Takes personal responsibility to meet customer needs; is polite, courteous and professional
* Ensures customers receive consistent and clear messages supported by accurate and timely information.
* Regularly monitors and measures customer satisfaction and looks for ways to improve customer service
* Anticipates and balances the needs of a range of customers with conflicting priorities.
* Keeps customers informed and manages expectations
* Handles complaints effectively, defuses anger and tension and resolves problems
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| Focuses on Efficiency, Innovation and Quality | Identifies and seizes the opportunity to create, introduce and implement new or improved methods, processes and without, compromising quality or accuracy. | * Takes responsibility for the quality and timeliness of own work, admits errors when necessary and quickly takes action to rectify
* Demonstrates an ongoing concern to improve performance and increase efficiency.
* Checks and ensures the accuracy of information received and produces work that is right first time.
* Puts in place checks to ensure that plans and processes are being carried out to the required degree of accuracy.
* Actively seeks and implements opportunities to maximise efficiency and effectiveness of self and the team.
* Ensures that data and information are always delivered in an accurate, timely and legal manner.
* Proactively looks for better ways of doing things; learns from events and seeks to improve future performance.
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| Influences and Persuades Others | Presenting a case in a convincing and attractive way that will win people over, encouraging them to follow plans willingly; often succeeding where logic and reason alone would fail. | * Gathers relevant data, marshals facts and prepares sound arguments
* Listens to other’s opinions, understanding their viewpoints, needs and concerns; responds appropriately; lobbies others in advance
* Presents a credible case and explains the benefits to the audience/listener; anticipates the main objections/arguments
* Responds to the needs and style of the listener when influencing.
* Seeks to achieve a “win-win” outcome and develop the relationship with the person(s) being influenced.
* Prepares convincing written arguments on complex issues, presenting information logically, concisely and persuasively.
* Able to modify and reformulate case, read the listener’s mood and adjust accordingly
* Plans and prepares influencing strategies for key players and opinion leaders.
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| Builds and Sustains Relationships | Develops and maintains effective working relationships | * Respects different views, cultures, values, opinions and the contributions that all colleagues make
* Makes an active effort to fit in and respect company norms (the “way we do things” in the agency)
* Balances team and personal interests for a win-win outcome
* Displays tact and diplomacy and builds rapport quickly, establishing needs and adapting own approach.
* Communicates honestly, openly and effectively with colleagues and external partners alike
* Openly identifies and challenges inappropriate behaviour or performance constructively and speaks out even when the message is unpopular.
* Handles people situations effectively; defuses anger, tension, focuses on issues and successfully addresses problems.
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| Works in Teams | Works co-operatively as part of a team to achieve common goals. | * Identifies opportunities to work and build relationships with other team members.
* Builds relationships between own team and other teams.
* Supports the line manager in developing the team and gives constructive feedback to line manager.
* Effectively helps others to resolve conflict or tension.
* Actively involves themselves and participates in team activities
* Identifies personally with the team and speaks positively about it
* Balances personal and local team needs with those of the larger team; acts in the best interests of all wherever possible.
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