# Top Capabilities – Intelligence 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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| 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.
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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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| Legislative Knowledge | Applies a knowledge of statutory environmental and technical requirements to protect both the Environment Agency and the environment. | * Maintains up-to-date knowledge of, and complies with, all legislation within own area, enhancing and protecting the interests and integrity of the Environment Agency.
* Keeps up to date with changes to legislation.
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| Networks | Establishes and maintains a wide variety of internal and external contacts for the benefit of the Environment Agency. | * Builds and fosters networks internal and external, formal and informal with individuals and organisations at a level appropriate to own role.
* Uses internal networks to enhance understanding of where own work fits and to enable decisions to be made, information circulated and actions implemented effectively.
* Uses external networks to better understand customers’ needs, acquire new knowledge and skills, make things happen and influence others to the benefit of the Environment Agency
* Identifies opportunities to call on external contacts to support the Environment Agency’s position or activity.
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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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| Uses Initiative | Takes action before and/or beyond what is required, owning the outcome. | * Takes action over and above what is required (within own level of authority) to ensure that a task is performed efficiently and effectively.
* Proactively looks for better ways of doing things.
* Seeks opportunities to make a greater contribution to the team.
* Reacts positively and quickly to new opportunities,
* Readily responds to situations that require urgent action and/or when referral to others is not a viable option.
* Is willing to take sensible risks when necessary to achieve objectives.
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