

Top Capabilities – Environmental Crime Officer

| Capability | Definition | Key indicators of the capability |
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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. | <ul style="list-style-type: none"> • 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. |
| 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. | <ul style="list-style-type: none"> • 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. |
| 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 | <ul style="list-style-type: none"> • 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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| Builds and Sustains Relationships | Develops and maintains effective working relationships | <ul style="list-style-type: none"> • 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. |
| Works in Teams | Works co-operatively as part of a team to achieve common goals. | <ul style="list-style-type: none"> • 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. |
| Focuses on Customers and Partners | Addresses the needs of internal and external customers, provides rapid and effective responses | <ul style="list-style-type: none"> • 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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| Health Safety & Wellbeing | Making sure that risks to your team are controlled safely and effectively. | <ul style="list-style-type: none"> You understand and manage your HS&W legal responsibilities and you follow our internal HS&W policies and guidance as required. You demonstrate clear and visible HS&W leadership by committing to our core values. You praise good behaviour/performance, address poor behaviour/performance and strive for continual improvement. You show you care, by creating an environment that encourages positive challenge. You recognise, take ownership of and lead your team in managing the risks that matter. You empower your team to assess and manage risk for themselves in a proportionate way. You know your team's 'Top X' risks and focus your effort in managing them. You set meaningful HS&W objectives for new and existing staff that are proportionate to the risk. You ensure that staff develop so that they can meet their objectives. You regularly measure your team's HS&W performance, take corrective action and share good practice. The active monitoring you do is effective and informs/confirms how your team are controlling their Top X risks. You encourage your team to report all H&S incidents. Incidents reported to you are investigated proportionately, lessons are learned and shared. People are thanked and we celebrate our successes. Learning is embedded into the way your team work. You use our health and wellbeing service to manage the health and wellbeing of your staff so they are at work more of the time. You actively involve HS&W representatives and Champions in managing your teams HS&W. If you manage contractors, you follow the principals of the Operational Instruction on Management of Contractors to ensure risk is adequately controlled. |
| Data and Information Management | Collects, analyses, interprets, records, manages, develops and shares data, material or information appropriately for a variety of purposes. | <ul style="list-style-type: none"> 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. |
| Legislative Knowledge | Applies a knowledge of statutory environmental and technical requirements to protect both the Environment Agency and the environment. | <ul style="list-style-type: none"> 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. Applies appropriate legislation in line with Agency AMS documentation and maintain accurate records of this. Keeps up to date with changes to legislation. Protects the Environment Agency's Intellectual Property Rights. |

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| Deals with Hostile Situations | Responds appropriately and effectively to hostile individuals when carrying out enforcement work. | <ul style="list-style-type: none"> • Identifies potentially hostile situations and develops tactics for dealing with them. • Defuses tension in hostile individuals and groups by astute and concerned discussion. • Remains calm and focussed on job in hand even in the face of aggression or abuse. • Ensures that the safety of self and others is preserved in difficult situations. • Ensures that an appropriate level of help is sought before exposing self or others to potentially hostile actions. • Avoids physical violence by withdrawing from dangerous or threatening positions before they become unmanageable. |
| Illegal Activity Detection and Enforcement | Uses intelligence to detect suspected illegal activities. Instigates and carries out enforcement action where illegal activities have been detected. | <ul style="list-style-type: none"> • Completes surveillance work. • Recognises environmental offences. • Resolves minor issues using appropriate means. • Passes on relevant information on these for use in enforcement action. • Gathers, uses, analyses and disseminates intelligence as appropriate to role. • Carries out investigations, collects evidence and compiles case files. • Participates in enforcement campaigns for offences. • Liaises with other partners, stakeholders and agencies as appropriate. • Plans, prepares and gives evidence in court. • Carries out enforcement reviews and identifies and implements lessons learnt. |
| Incident Response | Responds quickly and effectively to emergencies and manages the contribution of others required to do so. | <ul style="list-style-type: none"> • Logs and makes initial assessment of the incident. • Determines appropriate response to remediate and investigate the incident (taking Environment Agency enforcement powers in to account). • Manages the incident and controls the response in accordance with relevant work instructions. • Maintains the incident record according to procedures. • Liaises with external stakeholders, and represents the Environment Agency, as determined by assigned role in the incident. |