Top Capabilities – Environment Officer

Capability	Definition	Key indicators of the capability
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
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.
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.

Capability	Definition	Key indicators of the capability
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
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.
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.

Capability	Definition	Key indicators of the capability
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.
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.
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.

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.
Manage your health and safety	Making sure your own behaviour reduces risks to the health and safety of yourself and others.	• Makes correct use of personal protective equipment and other safety equipment. • Complies fully with statutory and company rules regarding health, safety and the environment • Is aware of hazards and follows safe working practices designed to minimise risks to health and safety at work. • Can evaluate which of the potentially harmful aspects/practices create the greatest risk to self and others. • Displays good working knowledge of current health, safety and environment rules and procedures applicable to the role and tasks performed • Rectifies or reports any potentially harmful aspects/practices that arise in the job role or workplace. • Suggests improvements for reducing risks. • Encourages others to follow H&S policies and instructions. • Challenges any unsafe acts that are observed. • Responds correctly when challenged by others about unsafe acts. • Follows the incident reporting procedure for potentially harmful aspects/practices.