# Top Capabilities – Environmental Crime 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 |
| 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. |
| 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. |
| Illegal Activity Detection and Enforcement | Uses intelligence to detect suspected illegal activities. Instigates and carries out enforcement action where illegal activities have been detected. | * 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. |
| 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. |