# 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
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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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| 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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| 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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| 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.
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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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