

Capability Indicators – Please provide examples of how your experience meets these capability indicators in your application and if successful in your interview.

Capability	Capability type	Definition	Indicators
Focuses on Customers and Partners	Personal Effectiveness	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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Delivers Results Through Others	Management	Harnesses the team to deliver results on time, to required standards and in line with organisational processes and procedures.	<ul style="list-style-type: none"> • Translates key performance indicators and the local contribution into a team work plan and individual objectives. Communicates this effectively to team and colleagues • Assigns workload and resources to achieve plans in line with both business priorities and an accurate profile of the team's capabilities • Secures resources and orchestrates the activities of others to delivers results • Successfully obtains others' commitment to undertake work by gaining their acceptance and involvement • Monitors progress against key performance indicators, providing timely support to address shortfalls • Ensures the team gets the required data right first time, identifying causes of poor data and fixing or escalated appropriately • Improves what is delivered by welcoming challenge and through constant process improvement • Is flexible and manages conflicting demands in light of changing circumstances • Achieves tangible results by delegating (with support) suitable responsibilities and by encouraging the team to take personal responsibility for their actions • Uses a risk-based approach when prioritising activities and allocating resources • Develops and manages budget (relevant to level of responsibility required by role), ensuring all environment agency processes and procedures are correctly followed

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Focuses on Efficiency, Innovation and Quality	Personal Effectiveness	Identifies and seizes the opportunity to create, introduce and implement new or improved methods, processes and without, compromising quality or accuracy.	<ul style="list-style-type: none"> • 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.
Takes Decisions and Solves Problems	Personal Effectiveness	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.

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Leads People	Management	Provides leadership that inspires and motivates others to achieve their personal goals and the goals of the Environment Agency	<ul style="list-style-type: none"> • Inspires the team through personal commitment, enthusiasm and by demonstrating personal accountability for their performance • Builds a positive team spirit and identity by creating a shared vision, challenging negative attitudes, promoting co-operation and mutual support, encouraging excellence, celebrating success, and defending actions • Acts as a role model for the conduct and actions expected of the team and an advocate for the environment agency's vision, values, culture and policies • Finds out what motivates people to enable them to perform at their best • Engages and inspires the team with a meaningful translation of how their role enables the environment agency to achieve the local contribution, the corporate strategy and making it happen • Encourages the team to identify measures that will improve performance and encourages a continuous improvement mind-set • Motivates and enthuses a diverse range of people by adopting a flexible leadership style, adopting the most appropriate style for the situation and the people involved.