

## Top Capabilities – Senior Crime Analyst

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	<ul style="list-style-type: none"> <li>• Maximises work output by setting goals and priorities tracking and measuring outcomes and taking swift remedial action when necessary.</li> <li>• Can be relied upon to regularly exceed goals agreed</li> <li>• Is tenacious and perseveres when others might give up and by doing so achieves the desired results</li> <li>• Anticipates forth-coming issues and adjusts actions as necessary.</li> <li>• Willing to put in extra effort to meet urgent deadlines when required; shows dedication and commitment;; “goes the extra mile”</li> <li>• Is resilient and performs well under pressure; responds positively to setbacks and develops alternative action</li> </ul>
Builds and Sustains Relationships	Develops and maintains effective working relationships.	<ul style="list-style-type: none"> <li>• Respects different views, cultures, values, opinions and the contributions that all colleagues make</li> <li>• Makes an active effort to fit in and respect company norms (the “way we do things” in the agency)</li> <li>• Balances team and personal interests for a win-win outcome</li> <li>• Displays tact and diplomacy and builds rapport quickly, establishing needs and adapting own approach.</li> <li>• Communicates honestly, openly and effectively with colleagues and external partners alike</li> <li>• Openly identifies and challenges inappropriate behaviour or performance constructively and speaks out even when the message is unpopular.</li> <li>• Handles people situations effectively; defuses anger, tension, focuses on issues and successfully addresses problems.</li> </ul>
Coaches Others	Uses variety of methods, including direct instruction, coaching and feedback skills to help others to develop.	<ul style="list-style-type: none"> <li>• Designs learning situation to suit both the task at hand and the individual learner’s needs</li> <li>• Agrees clear learning objectives and uses a planned training or coaching structure to deliver learning in safe and effective job methods.</li> <li>• Adjusts method, pace and style to learner and their learning style, reinforcing key points and safety measures as appropriate</li> <li>• Creates rapport with the learner, encourages their own ideas, building confidence and fostering independence.</li> <li>• Provides opportunities for the learner to practice skills and receive feedback.</li> <li>• Provides clear, constructive feedback, and helps the learner to understand and act on it.</li> <li>• Identifies opportunities to help colleagues to develop their skills or knowledge and willingly helps them to do this.</li> <li>• Through questioning and observation identifies learner’s existing skills, raises awareness and determines best options.</li> </ul>

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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"> <li>• Is an active listener, has time for people; seeks their contribution.</li> <li>• Uses full range of communication methods to ensure effective understanding.</li> <li>• Considers needs of and impact on audience, anticipates reactions and uses appropriate communication method and style.</li> <li>• Prepares written reports and data in clear, readable and accurate manner, using appropriate grammar, syntax and style.</li> <li>• Ensures communication is two-way; responds and acts on feedback</li> <li>• When presenting is easily understood and inspires attention from an audience.</li> <li>• Is clear and to the point when speaking.</li> <li>• Anticipates the main issues and prepares responses.</li> </ul>
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"> <li>• Ensures that activities are carried out and documentation completed according to the relevant data laws, policies, processes and standards.</li> <li>• Accurately and safely collects, enters and maintains data in line with Environment Agency procedures and stores data, or material, for subsequent analysis safely.</li> <li>• Anticipates requirements for data or information and/or identifies future reporting requirements and puts in place the means to meet these.</li> <li>• 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.</li> <li>• Produces factually accurate reports, both verbal and written using data and statistics supported by tools, databases and specialised software.</li> <li>• Prepares and presents findings in a logical and well-structured manner that can be readily accessed and understood by a wide audience.</li> <li>• Is fully aware of all documentation applicable to roles &amp; responsibilities. Knows how to find out if unsure.</li> </ul>
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.	<ul style="list-style-type: none"> <li>• Takes responsibility for the quality and timeliness of own work, admits errors when necessary and quickly takes action to rectify</li> <li>• Demonstrates an ongoing concern to improve performance and increase efficiency.</li> <li>• Checks and ensures the accuracy of information received and produces work that is right first time.</li> <li>• Puts in place checks to ensure that plans and processes are being carried out to the required degree of accuracy.</li> <li>• Actively seeks and implements opportunities to maximise efficiency and effectiveness of self and the team.</li> <li>• Ensures that data and information are always delivered in an accurate, timely and legal manner.</li> <li>• Proactively looks for better ways of doing things; learns from events and seeks to improve future performance.</li> </ul>

Capability	Definition	Key indicators of the capability
Influences and Persuade 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.	<ul style="list-style-type: none"> <li>• Gathers relevant data, marshals facts and prepares sound arguments</li> <li>• Listens to other's opinions, understanding their viewpoints, needs and concerns; responds appropriately; lobbies others in advance</li> <li>• Presents a credible case and explains the benefits to the audience/listener; anticipates the main objections/arguments</li> <li>• Responds to the needs and style of the listener when influencing.</li> <li>• Seeks to achieve a "win-win" outcome and develop the relationship with the person(s) being influenced.</li> <li>• Prepares convincing written arguments on complex issues, presenting information logically, concisely and persuasively.</li> <li>• Able to modify and reformulate case, read the listener's mood and adjust accordingly</li> <li>• Plans and prepares influencing strategies for key players and opinion leaders.</li> </ul>
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"> <li>• Uses previous experience and careful analysis to identify potential problems, effective solutions and arrive at sound decisions.</li> <li>• Identifies and asks appropriate questions to explore and detect root causes of problems or sources and quality of evidence.</li> <li>• Applies sound techniques to analyse problems, generate options and select best course of action.</li> <li>• Seeks out and considers the best available information before making decisions. Probes, checks and confirms veracity of data as appropriate.</li> <li>• Confronts head-on difficult situations where major decisions have to be made quickly.</li> <li>• Makes sound decisions based on complex or incomplete information and/or within limited timescales.</li> <li>• Escalates issues when they are beyond own limitations and/or have consequences further than own responsibilities.</li> </ul>
Uses Initiative	Takes action before and/or beyond what is required, owning the outcome.	<ul style="list-style-type: none"> <li>• Takes action over and above what is required (within own level of authority) to ensure that a task is performed efficiently and effectively.</li> <li>• Proactively looks for better ways of doing things.</li> <li>• Seeks opportunities to make a greater contribution to the team.</li> <li>• Reacts positively and quickly to new opportunities,</li> <li>• Readily responds to situations that require urgent action and/or when referral to others is not a viable option.</li> <li>• Is willing to take sensible risks when necessary to achieve objectives.</li> </ul>