

Band 4 Work Level Standards

1. Organising your work, making sound decisions and achieving outcomes

ACHIEVES RESULTS

Description	Behavioural Indicators
<p>Competent performers at this level take responsibility for achieving the objectives they are allocated and managing their own work through to completion. They require minimal supervision to achieve high quality results. They anticipate and adapt to changing priorities and suggest new ways of working within the team.</p>	<ul style="list-style-type: none"> • Commits to action and takes personal responsibility for their contribution to the achievement of team objectives • Consistently delivers on objectives within agreed timeframes and to agreed standards • Takes time to develop knowledge of legislative, policy and regulatory frameworks, keep up to date with changes and share these with others • Anticipates and supports changes to priorities and suggests improved ways of working with enthusiasm and focus • Shares knowledge and skills with others to achieve team outcomes

SUPPORTS A CORPORATE PERSPECTIVE

Description	Behavioural Indicators
<p>Competent performers at this level ensure they are up to date with the corporate objectives and priorities and apply these to their day to day work. They anticipate changes both within and external to the AFP and seek to find ways to improve the way that the work is done within the team. When making decisions, they systematically analyse the nature of the problem, include all relevant facts, display logic in choosing options, document the basis for the decision and invariably make good decisions and recommendations</p>	<ul style="list-style-type: none"> • Systematically finds ways to keep up to date with the corporate and team objectives and priorities • Understands the purpose of their work and how this links to the overall objectives of the AFP • Shows good judgement in allocating priorities to day to day work tasks in the broader context of team and AFP priorities • Thinks and plans ahead – anticipates changes in the environment or emerging problems and works to resolve them • Consistently demonstrates good judgement in decision making by exploring the nature of the problem, researching information, considering options, documenting evidence and making logical recommendations • Contributes creative and innovative solutions or new ways to work based on knowledge of other areas of the AFP or other organisations

SHOWS PERSONAL DRIVE AND INTEGRITY

Description	Behavioural Indicators
<p>Competent performers at this level display behaviours that are consistent with key cultural values of the AFP in their day to day work. They are enthusiastic about their work, show initiative and cope well with setbacks or criticism. They have a positive influence on other team members and encourage high ethical and professional standards. They are also self-motivated, seeking frequent feedback and actively developing their own skills and careers.</p>	<ul style="list-style-type: none"> • Understands the AFP’s cultural, ethical and professional standards and displays these at all times – providing a model for other team members • Bounces back after setbacks or criticism, remains positive and finds ways to improve • Learns from and accepts responsibility for the consequences of own actions • Takes giving a commitment seriously and then delivers on that commitment • Seeks broad feedback and uses this to develop self-knowledge - has a clear idea of future career directions and has set personal development objectives • Balances the competing demands of work and life and encourages this balance in other team members • Has a positive influence on the motivation and the ethical and professional standards of other team members

2. Communicating and working effectively with other people

CULTIVATES PRODUCTIVE WORKING RELATIONSHIPS

Description	Behavioural Indicators
<p>Competent performers at this level contribute as a team member by encouraging cooperation, tolerance of individual differences, effective feedback, sharing of knowledge and a focus on the objectives of the team. They build effective relationships with other members of their team, key people within the AFP and with their clients. These working relationships are built on mutual respect and a genuine understanding of the needs of others.</p>	<ul style="list-style-type: none"> • Invariably treats other people with respect and courtesy • Recognises differences in ideas and individual styles of working and values these differences • Actively participates in developing a strong team relationship by encouraging cooperation, tolerance of individual differences, effective feedback, sharing of knowledge and a focus on the objectives of the team • Provides, seeks, values and acts upon constructive and regular feedback • Anticipates growing tensions and conflicts in the workplace and acts to reduce them • Encourages others to develop their own capabilities and assists with coaching, mentoring or finding the resource

COMMUNICATES WITH INFLUENCE

Description	Behavioural Indicators
<p>Competent performers at this level communicate clearly and concisely with work colleagues or clients either face to face, within a group or in writing. They display good communication skills in making presentations, conducting interviews, running meetings and encouraging the contribution of others. They also show good judgement in complying with the protocols and established pathways for sharing information within the AFP and anticipate the need to share information.</p>	<ul style="list-style-type: none"> ● Produces written work that is concise, well-expressed and accurately conveys the intended message – ensuring it is adapted to meet the needs of the audience ● Takes time to listen and ask questions, modifying the message accordingly, in face to face communication – reflecting back what is heard to ensure clear communication ● Displays good communication skills in running meetings, making presentations and conducting interviews ● Encourages the contribution of others in an open, honest and non-judgemental way ● Shows good judgment in assessing information that is sensitive and uses established guidelines in determining if that information can be shared or disseminated

3. Applying technical knowledge, expertise and skills

TECHNICAL KNOWLEDGE

Description	Knowledge Areas
<p>Competent performers at this level apply extensive technical knowledge to meet the objectives of the team. They have completely practical knowledge of their technical area and use this to take complete responsibility for standard projects. They systematically maintain and further develop their technical knowledge so that they can take further responsibility for more complex projects</p>	<ul style="list-style-type: none"> ● AFP's policies, procedures and practices in their specialist area – how things are done, what the quality standards are and how the IT systems assist the work ● Legislation, Regulations and external standards that apply to the work of the team – the legal and accountability requirements that impact on the work of the team ● Contemporary issues in the technical area of expertise – the social, political and broader technological issues that impact on the work of the team

TECHNICAL SKILLS

Description	Skill Areas
<p>Competent performers at this level have developed completely practical technical skills that allow them to take complete responsibility for standard projects. They systematically maintain and further develop their technical skills so that they can take further responsibility for more complex projects</p>	<ul style="list-style-type: none">• Takes the appropriate actions in managing assigned projects in an effective, timely and professional way – according to the standards set within the team and within the AFP• Collects, evaluates, organises and shares information accurately and efficiently autonomously• Maintains files, information and equipment in accord with AFP standards• Assists with the overall integration of tasks and activities to produce effective project outcomes or meet ongoing standards of service delivery