



Finance People Capability Framework - APS3



Lead

Integrity: Behave in an honest, ethical and professional way. Follow the Code of Conduct and report concerns to your supervisor.

Stewardship: Support solutions that meet client needs by listening, responding to feedback and meeting service expectations.

Judgement: Find and check information. Use developing judgement to weigh up issues, and escalate these quickly and effectively.

Courage: Raise critical issues, offer your own view and make suggestions.

Performance: Manage your workload effectively, following agreed priorities and timelines with some supervisor guidance. Take on extra work as needed.



Collaborate

Negotiation: Liaise with stakeholders on straightforward issues. Prepare in advance and check to make sure your information is accurate.

Consultation: Support relationships. Communicate well and reach out to others.

Inclusion: Treat others with respect. Seek out diverse views to understand different vantage points and think beyond your own ideas.

Communication: Communicate effectively in Plain English, focusing on key points.

Insight: Show understanding of your emotions and seek support from your supervisor if needed.



Achieve

Results: Meet deadlines and complete reasonably straightforward work to the agreed standard with some guidance from your supervisor.

Influence: Influence outcomes in straightforward situations with your considered arguments, evidence and clear communication.

Accountability: Take responsibility for your actions and show some awareness of their likely impact.

Service: Understand service delivery expectations, take responsibility and seek some guidance to ensure service standards are met.

Initiative: Look for ways to contribute and offer help. Take personal responsibility for progressing work.



Think

Planning: Plan ahead, anticipating issues that may impact your work. Take steps with some guidance to manage these.

Strategy: Be aware of how your work contributes to team and branch priorities.

Innovation: Suggest ways your team can improve its processes and practices. Implement these with supervisor approval.

Commercial: Use time and resources efficiently to create cost-effective, value-for-money outcomes.

Analytics: Think critically, and work effectively with straightforward data and technologies.



Learn

Agility: Respond quickly and constructively to changing organisational needs.

Resilience: Stay calm and focused in challenging situations, seeking feedback as needed.

Mobility: Share information and knowledge, and look for ways to improve and learn new skills.

Improvement: Learn from your mistakes and look for better ways of doing business.

Responsiveness: Show interest in people and ideas. Share your views with tact and act constructively on feedback.



Know

This incorporates the technical skills, professional qualifications and experience that is required to undertake the job.