



Finance People Capability Framework - APS4



Lead

Integrity: Lead by example and show integrity by being honest, transparent and accountable. Recognise and report concerns.

Stewardship: Find and support solutions that meet client needs by listening, responding to feedback, prioritising client service and monitoring the impact of advice and decisions.

Judgement: Find and check information. Use sound judgement to identify issues, and escalate these quickly and effectively.

Courage: Raise critical issues and offer your own view. Challenge constructively.

Performance: Manage your workload effectively, following agreed priorities and timelines with supervisor feedback. Take on more challenging work as needed.



Collaborate

Negotiation: Liaise with stakeholders on moderately complex issues. Prepare in advance and argue professionally.

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

Inclusion: Seek out diverse views, encourage input and treat others with respect at all times.

Communication: Present with credibility. Clearly explain concepts and arguments in Plain English.

Insight: Show understanding of your own and other people's emotions. Behave constructively under pressure.



Achieve

Results: Meet deadlines and complete moderately complex work to a high standard.

Influence: Influence outcomes in moderately complex situations with your sound arguments, evidence and fit-for-purpose communication.

Accountability: Make sound decisions that show accountability and consider stakeholder impact.

Service: Work to service and performance standards. Effectively resolve moderately complex client issues.

Initiative: Show initiative by finding extra ways to contribute and taking personal responsibility for progressing work.



Think

Planning: Plan ahead, anticipating issues that may impact your work. Take steps to mitigate these.

Strategy: Understand how your work contributes to team, branch and organisational priorities.

Innovation: Find solutions and solve problems to prepare us for the future. Come up with options for implementation.

Commercial: Use time and resources well to create cost-effective, value-for-money outcomes. Interpret basic financial information accurately.

Analytics: Analyse information, work effectively with straightforward data, and show skill with a range of digital platforms.



Learn

Agility: Recognise changing organisational needs, responding quickly and constructively to the new situation.

Resilience: Maintain composure and stay engaged and productive under pressure or after a setback.

Mobility: Take responsibility for improving your skills. Embrace mobility and cross-skilling while sharing your knowledge and experience with others.

Improvement: Learn from your mistakes and support others when mistakes occur. Find and embrace better ways of doing business.

Responsiveness: Show openness to people and ideas. Share your views with professionalism and tact, and act constructively on feedback.



Know

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