**Assistant Staff Officer Level Competencies - Effective Performance Indicators:**

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| **People Management** | Leads others, monitoring performance and trying to get the best out of people |
| Allocates work fairly and appropriately and ensures that everybody does their fair share |
| Addresses any performance issues in a timely, appropriate and constructive manner |
| Involves others in decisions that affect them, allocating work fairly and appropriately |
| Demonstrates trust in others to deal with important tasks and acknowledges a job well done |
| Helps team members to identify their own and their team’s learning and development needs in line with objectives |
| Helps build effective relationships and resolve disagreements between team members |
| Acts as an effective link between staff and other managers |

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| **Information Management & Decision Making** | Follows procedures and ensures they are implemented in own area, understanding the rationale behind them |
| Reviews completed work regularly and acts on learning points |
| Evaluates current work practices to identify changes that could be made to improve efficiencies |
| Can work effectively on a number of tasks at the same time |
| Is comfortable working with and implementing a range of data, e.g. numerical, written etc. |
| Makes sound appropriate decisions in a confident manner and can justify and stand by them |

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| **Delivery of Results** | Delivers results on time and to a high standard |
| Takes responsibility for work and the work of the team |
| Plans and prioritises the work schedule, ensuing the efficient use of all of the resources available and delivering on objectives even with multiple or conflicting demands |
| Evaluates the current work practices to identify changes that could be made to help them run more effectively |
| Maintains accurate records and monitors work, ensuring any errors are identified and rectified |
| Appreciates the need to delegate work appropriately rather than doing everything oneself |

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| **Interpersonal & Communication Skills** | Shows respect, tact and maintains composure when dealing with customers or staff members |
| Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite |
| Listens to others and invites feedback, dealing with information in a constructive way |
| Influences others by actively listening and clearly expressing their position |
| Produces written letters / reports in a clear and concise manner |

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| **Specialist Knowledge, Expertise and Self Development** | Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, relevant policies etc. |
| Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and Department / Organisation and communicates this to the team |
| Leads by example, being committed to self-development and enhancing the knowledge and skills required to improve performance |

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| **Drive & Commitment to Public Service Values** | Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles |
| Serves the Government and people of Ireland |
| Can work independently without excessive guidance or support |
| Demonstrates resilience in the face of significant demands and challenges |
| Ensures that the customer is at the heart of all services provided |
| Is personally honest and trustworthy |
| Acts with integrity and supports this in others |