

CAPABILITY FRAMEWORK – Grade G

G At this grade, people will: Have a good working knowledge of ORR; understand how to obtain the resources needed to support their work or the work of the team; ensure that their work is delivered to deadline and agreed quality standards; identify opportunities to improve their systems or processes and presents a case for change.				
Thinking	Develops skills and knowledge	Plans and organises		Analyses and uses evidence
	Carries out continuing professional development relevant to the role. Regularly asks for and responds to feedback. Takes responsibility for own learning and development needs. Asks for and accepts stretching and challenging work.	Reviews workloads frequently as priorities change. Uses own initiative in planning, prioritising and carrying out tasks. Plans and prioritises own work to meet deadlines and deliver what is required.		Anticipates and responds quickly to problems. Obtains accurate and relevant information to support informed decision making. Checks own outputs for accuracy and consistency. Knows how and when to seek advice from others.
Relating	Communicates	Creates and maintains relationships		Understand and contributes to organisational success
	Communicates written and oral information clearly, concisely and persuasively. Presents clear and concise information in response to queries. Clarifies lack of understanding over task expectations. Communicates basic ideas both orally and in writing, in plain English.	Understands the impact of self on others and modifies style accordingly. Professionally represents ORR in formal and informal settings, forming productive working relationships. Shows a confident and willing attitude to get things done, treating everyone with courtesy and respect. Knows who internal and external stakeholders are, and is aware of their requirements		Challenges negative behaviours towards ORR and its decisions. Asks focused questions to improve knowledge and understanding. Contributes constructive thoughts and views when consulted on matters affecting the organisation. Visibly lives and champions ORR values.
Doing	Delivers results	Applies skills and knowledge		Manages resources
	Self-motivates and self-manages to deliver optimum outputs. Produces outputs to a high standard, within agreed deadlines. Bases decisions on logic, fact and reason rather than emotion or prejudice. Takes ownership of own performance and development, whilst delivering own workload.	Responds positively to feedback by learning from situations and not repeating errors. Applies relevant office policies to own role. Able to work without constant supervision and referral to manager.		Leads by example when incurring expenditure, considering the value for money of all actions. Applies relevant financial and procurement procedures. Considers personal and team needs when requesting resources