

SUPERVISOR: Leads personnel in fulfilling roles and responsibilities to achieve required outcomes.

SELF

1. Demonstrates self awareness, reflects on own performance; identifies strengths and development needs.
2. Learns and reflects on how own behaviours and work style impact on others and on work tasks.
3. Actively seeks feedback from managers, peers and direct reports and acts upon it.
4. Sustains effort after performance setbacks; motivates the team to move forward.
5. Maintains an optimistic outlook in challenging situations; retains focus on team outcomes and overcomes significant barriers and obstacles.
6. Accepts ownership of decisions and takes responsibility for team outcomes.

INFLUENCE

1. Invites input from team and shares ownership of team outcomes.
2. Clearly communicates to the team how what they do is important to organisational objectives.
3. Communicates in an open and frank manner and builds trust amongst team members.
4. Models behaviours that are consistent with the values and practices of the organisation.
5. Shares information with team and helps others to adapt and make change work.
6. Leads team to achieve outcomes aligned to organisational objectives.

ETHICS

1. Makes decisions for the team without favouritism or bias.
2. Promotes and models ethical behaviour consistent with organisational values and code of conduct.
3. Leads by example and maintains a high level of professionalism and impartiality; expects and encourages team and peers to apply the same high standards.

RELATIONSHIPS

1. Builds relationships internally and externally and uses these to develop mutually beneficial outcomes.
2. Establishes, uses and maintains external and internal networks to achieve team goals.
3. Is aware of contentious political issues that impact on the organisation.
4. Communicates and involves the team in organisational campaigns and programmes.

STRATEGY

1. Gathers and investigates information from a variety of sources and explores new ideas and different viewpoints.
2. Understands how cultural, social, historical and political factors affect the organisation.
3. Analyses situations systematically and develops realistic solutions.
4. Translates higher level goals and outcomes into appropriate tasks for the team.
5. Understands the need to see the 'big picture' and recognises how relationships and processes fit within it.

PEOPLE

1. Trusts individuals and the team to perform.
2. Works collaboratively as part of a team.
3. Is open to the perspective of others.
4. Identifies and nurtures talent.
5. Gives timely recognition and feedback on performance and deals constructively with performance problems.
6. Works with team members to establish performance objectives.
7. Resolves inter-personnel and inter-group conflict constructively.

RESULTS

1. **Dedicated to meeting the expectations and requirements of internal and external clients.**
2. Makes sound decisions and determines a course of action for the team.
3. Establishes quality assurance measures to maintain and improve outcomes.
4. Investigates ways to improve team effectiveness and implements continuous improvement activities.
5. Integrates own knowledge and professional expertise to achieve organisational objectives to achieve results.

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