

## Band 2 Work Level Standards

### 1. Organising your work, making sound decisions and achieving outcomes

ACHIEVES RESULTS	
Description	Behavioural Indicators
<p>Competent performers at this level organise their assigned tasks and their time efficiently, cope with changing priorities and meet deadlines and commitments consistently. They seek guidance and actively develop effective organisational work habits and learn how to use AFP systems.</p>	<ul style="list-style-type: none"> <li>Consistently and conscientiously meets assigned deadlines and delivers on commitments given</li> <li>Discusses and agrees work outcomes with Team Leader</li> <li>Enhances own knowledge and skills by learning from more experienced members of the team</li> <li>Takes time to develop knowledge of legislative, policy and regulatory frameworks</li> <li>Approaches changes to priorities and ways of working with enthusiasm and focus</li> <li>Accurately records information on AFP systems and uses information technology to achieve outcomes</li> </ul>

SUPPORTS A CORPORATE PERSPECTIVE	
Description	Behavioural Indicators
<p>Competent performers at this level are aware of the corporate objectives and priorities and understand how their work contributes to the team's objectives. They follow guidelines and procedures accurately and show good judgements as to when to escalate issues that impact on the work and may be outside the intent of the guidelines. When recommending decisions, they include all relevant facts, display logic in suggesting options or recommendations.</p>	<ul style="list-style-type: none"> <li>Keeps up to date with the corporate and team objectives and priorities</li> <li>Can describe the purpose of their work and how this contributes to the work of the team</li> <li>Understands the importance of guidelines and procedures and follows the relevant guidelines and procedures accurately</li> <li>Shows good judgement in escalating issues that may not fit comfortably within the guidelines and procedures</li> <li>Thinks and plans ahead – anticipates problems and draws them to the attention of others – suggests solutions</li> <li>Consistently demonstrates good judgement in supporting the decision making process by researching information, considering options and making logical recommendations</li> </ul>

## SHOWS PERSONAL DRIVE AND INTEGRITY

Description	Behavioural Indicators
Competent performers at this level make time to understand the key cultural values of the AFP and practice this in their day to day work. They are enthusiastic about their work, show initiative and cope well with setbacks or criticism. They also look for learning opportunities to enhance their skills.	<ul style="list-style-type: none"><li>• Understands the AFP's ethical and professional standards and displays these at all times</li><li>• Discusses examples of ethical and professional standards with others and seeks to develop strong knowledge in this area</li><li>• Admits openly to not knowing the answer and seeks assistance to resolve the issue</li><li>• Bounces back after setbacks or criticism and remains positive</li><li>• Learns from and accepts responsibility for the consequences of own actions</li><li>• Balances the competing demands of work and life and respects this balance in other team members</li><li>• Enthusiastically seeks opportunities to develop knowledge and skills within the AFP to improve work performance</li></ul>

## 2. Communicating and working effectively with other people

### CULTIVATES PRODUCTIVE WORKING RELATIONSHIPS

Description	Behavioural Indicators
Competent performers at this level build effective working relationships with the team leader and other members of their team, based on mutual respect and an ability to put the objectives of the team above personal objectives. This includes learning how to share knowledge with other team members, give feedback effectively and be flexible in distributing the workload within the team to cope with individual and team requirements	<ul style="list-style-type: none"><li>• Treats other people with respect and courtesy</li><li>• Recognises differences in ideas and individual styles of working and values these differences</li><li>• Proactively participates in team discussions</li><li>• Actively participates in developing a strong team relationship by listening to others and anticipating their needs</li><li>• Volunteers for extra work when under-utilised and copes with varying work demands in a team environment</li><li>• Provides, seeks, values and acts upon constructive and regular feedback</li><li>• Does not cause tensions and conflicts in the workplace</li></ul>

## COMMUNICATES WITH INFLUENCE

Description	Behavioural Indicators
<p>Competent performers at this level have the ability to communicate clearly and concisely with work colleagues or clients either face to face, within a group or in writing. They are actively practising and developing their communication skills and are able to produce routine correspondence and reports with minimal supervision and to an acceptable standard.</p>	<ul style="list-style-type: none"> <li>● Produces written work that is concise, well-expressed and accurately conveys the intended message</li> <li>● In face to face communication, takes time to listen and ask questions and does not talk over others.</li> <li>● In group discussions, balances their own contribution with the contribution of others</li> <li>● Keeps supervisor and other team members informed on work progress</li> <li>● Recognises information that is sensitive and seeks supervisor guidance in determining if that information can be shared or disseminated</li> </ul>

### 3. Applying technical knowledge, expertise and skills

## TECHNICAL KNOWLEDGE

Description	Knowledge Areas
<p>Competent performers at this level are actively acquiring the basic technical knowledge they will need to contribute effectively to day to day tasks and projects. They may have a solid grounding from their studies, but now seek to further develop their knowledge through reading, discussions and doing the work.</p>	<ul style="list-style-type: none"> <li>● AFP's policies, procedures and practices in their specialist area – how things are done, what the quality standards are and how the IT systems assist the work</li> <li>● Legislation, Regulations and external standards that apply to the work of the team – the legal and accountability requirements that impact on the work of the team</li> <li>● Contemporary issues in the technical area of expertise – the social, political and broader technological issues that impact on the work of the team</li> </ul>

## TECHNICAL SKILLS

Description	Skill Areas
<p>Competent performers at this level are acquiring and applying the basic skills of AFP work. They seek to practice and fine-tune their skills under supervision and to develop more advanced skills that will enable them to take more responsibility in the future. They are able to carry out basic day to day tasks, but require occasional supervision and guidance.</p>	<ul style="list-style-type: none"><li>• Takes the appropriate actions in following up either day to day tasks or assigned work in an effective, timely and professional way – according to the standards set within the team</li><li>• Collects and evaluates information accurately and efficiently under supervision</li><li>• Maintains files, information and equipment in accord with AFP standards</li><li>• Under supervision, completes the basic tasks to relevant standards consistently</li></ul>