NSW Public Sector Capability framework

Version 2: 2020

The NSW Public Sector Capability Framework describes 16 capabilities across four core groups: Personal Attributes, Relationships, Results and Business Enablers. A further four capabilities within the People Management group are for employees who manage people.

The capability groups work together to provide an understanding of the knowledge, skills and abilities required by public sector employees.





Display Resilience and Courage

Be open and honest, prepared to express your views, and willing to accept and commit to change

Act with Integrity

Be ethical and professional, and uphold and promote the public sector values

Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

Value Diversity and Inclusion

Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

Work Collaboratively

Collaborate with others and value their contribution

Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

Technology

Understand and use available technologies to maximise efficiencies and effectiveness

Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

Project Management

Understand and apply effective planning, coordination and control methods



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

Inspire Direction and Purpose

Communicate goals, priorities and vision, and recognise achievements

Optimise Business Outcomes

Manage people and resources effectively to achieve public value

Manage Reform and Change

Support, promote and champion change, and assist others to engage with change





Occupation-specific capability sets describe specialised capabilities for professional, technical or trade-related roles. These can be used to complement the Capability Framework where roles require specialised capabilities.