# 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.



# Capabilities required by the NSW public sector workforce



# 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 project 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.