



Competency Profile for Administrative Support – Officer

ADAPTABILITY

Adapting in order to work effectively in ambiguous or changing situations, and with diverse individuals and groups.

Level 2: Adapts to situations.

- Changes own behaviour or approach to suit the situation.
- Adjusts rules or procedures, based on the situation, while remaining guided by the organization's values.
- Adapts behaviour to perform effectively under changing or unclear conditions.

CLIENT FOCUS

Providing service excellence to internal and/or external clients, addressing immediate and evolving client needs.

Level 2: Maintains client contact.

- Follows up with clients during and after delivery of services to ensure that their needs have been met.
- Keeps clients up to date on the progress of the service they are receiving and changes that affect them.
- Maintains service to clients during critical periods.
- Addresses clients' issues in order of priority.

EXEMPLIFYING INTEGRITY

Treating others fairly, honestly and respectfully, furthering the integrity of the organization and its relationships of trust within the work environment and in the broader community.

Level 1: Acts in fair and ethical manner toward others.

- Treats everyone equally with fairness, honesty and respect all the time.
- Refrains from behaviour or language that is exclusionary or offensive.
- Focuses on organizational success rather than personal gain.
- Follows through consistently on promises and commitments made to others.
- Presents facts and circumstances transparently, no matter how difficult the facts may be.
- Guards confidential and sensitive information, passing it on only to those that need to know.
- Maintains ethical principles even in the most challenging circumstances.

ORGANIZATIONAL AWARENESS

Understanding the workings, structure, culture and distribution of power within and beyond the organization and for Parliament as a whole, and applying this understanding to solve problems and achieve desired outcomes

Level 2: Understands and applies informal organizational structures and processes.

- Identifies the unwritten, informal structures, culture, rules, power dynamics and decision-making processes.
- Builds an informal network of relationships to facilitate progress toward objectives.
- Positions arguments based on an understanding of informal communities of shared interest.
- Recognizes unspoken organizational constraints – what is and is not possible at certain times or at certain levels.
- Applies both formal and informal channels or networks for acquiring information and assistance and for accomplishing work goals.

RESILIENCE

Staying energized, productive and focused in the face of challenges, ambiguity, change or strenuous demands, and creating a supportive environment that helps others become more resilient and productive

Level 2: Works effectively in the face of occasional strenuous work demands.

- Retains perspective in the face of periodic disruptions (e.g., identifies own personal limit for workload and makes appropriate adjustments).
- Expresses realistic confidence in own abilities, views or decisions, while remaining open to other viewpoints.
- Adjusts behaviour based on an awareness of how own actions or reactions affect others (i.e., others' stress levels).
- Takes steps to deal constructively with setbacks.

PLANNING AND ORGANIZING

Making and following plans and allocating resources effectively to reach goals that are central to organizational success

Level 2: Plans and organizes group activities.

- Identifies who needs to be involved and when.
- Identifies who will do what, when, taking into account group members' skills, needs and, if possible, preferences.
- Sets timelines and work steps.
- Monitors progress and use of resources (e.g., people, supplies, money).
- Makes needed adjustments to timelines, steps and resource allocation.
- Plans the accomplishment of next steps.

ATTENTION TO DETAIL

Working in a conscientious, consistent and thorough manner to ensure accuracy and the quality of work products and services delivered

Level 2: Recognizes less obvious information.

- Verifies assumptions and information before accepting them.
- Seeks out others to check or review own work.
- Reviews all relevant information or aspects of a situation before taking action or making a decision.

TECHNICAL AND FUNCTIONAL CAPABILITY

Understanding and applying technical and functional knowledge and skills to accomplish work objectives, while keeping up to date with new developments in the subject area and continuing to enhance skills

Level 3: Demonstrates intermediate knowledge and ability.

- Follows standard procedures, where applicable, for common tasks.
- Applies technical and functional knowledge and skills in a range of typical situations, with minimal or no guidance.
- Seeks support and guidance from superiors when encountering novel or more complex situations.

TEAMWORK

Working collaboratively with others to achieve organizational goals

Level 2: Proactively assists and involves others

- Initiates collaboration with others.
- Assumes additional responsibilities to facilitate the achievement of team goals.
- Seeks input from other team members on matters that affect them.
- Provides input to other team members as needed.