



Competency Profile for Research and Analysis – 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.

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.

RESEARCH

Understanding what information is needed, identifying how to locate and collect data from the appropriate sources, and analyzing information to make recommendations and prepare meaningful reports for decision-making

Level 2: Demonstrates working-level knowledge and ability, and applies the competency, with guidance, in common situations that present limited difficulties.

- Tailors prescribed research approach to extract, analyze, synthesize and interpret data from widely varying sources.
- Develops complex search strategies to retrieve relevant information from multiple sources.
- Applies knowledge of trends to enhance ability to identify the most valuable sources of information.
- Investigates new sources of information to choose the best ones to meet requirements.
- Establishes linkages between current information-gathering efforts and previous research.
- Assesses the validity of past data and conclusions as well as current assumptions.
- Seeks experts' help to discern and clarify amorphous research issues.
- Makes inferences based on available information and specific prior experience.
- Translates research findings into thorough and accurate written documents summarizing information in a concise, neutral and relevant manner, to optimally meet the client's needs.

TEAMWORK

Working collaboratively with others to achieve organizational goals

Level 1: Collaborates with others.

- Deals honestly and fairly with others, showing consideration and respect for individual differences.
- Does own fair share of the work.
- Seeks assistance from other team members, as needed.
- Assists other team members.
- Shares all relevant information with others.

ANALYTICAL THINKING

Analyzing and synthesizing information to understand issues, identify options and support sound decision-making

Level 2: Identifies critical relationships in information.

- Identifies critical connections and patterns in information and data.
- Draws logical conclusions based on an in-depth analysis of information.
- Recognizes causes and consequences of actions and events that are not readily apparent.
- Anticipates obstacles in considering next steps.

COMMUNICATION

Communicating clearly and respectfully with different audiences, both orally and in writing

Level 2: Facilitates two-way communication.

- Recalls others' main points, taking them into account in own communication.
- Checks own understanding of others' communication (e.g., paraphrases, asks questions).
- Elicits comments or feedback on what has been communicated.
- Maintains continuous, open and consistent communication with others.
- Writes straightforward documents (e.g., meeting summaries, instructions) that are logical and comprehensive, while remaining concise.

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 1: Understands and applies formal organizational structures and processes.

- Applies the organization's formal structures, rules, processes and procedures to accomplish results.
- Describes the general environment in which the organization operates.
- Explains organizational decision-making processes and formal positions of power.