



## 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.