The Capability Framework supports the Civil and Public Service in building the Workforce of the Future. Our ambition is to attract, empower and develop a diversity of people, with the capability and talent to collaboratively deliver excellence, on behalf of our Government and the people of Ireland.

Exploring and strengthening Capability requires us to consider the whole person, their skills, behaviours, values, motivation, strengths, knowledge, and interests. These factors underpin our approach to recruitment and development as we continue to build an innovative, professional, and agile Civil Service.

Through extensive research, we have determined the capabilities needed to build our future workforce. The framework below details the dimensions of Capability that are required for roles at various levels within the Civil Service.

The framework below details the dimensions of Capability that are required for roles at the Clerical Officer grade.

Capability Dimension 1: Building Future Readiness.

Overview: Delivering excellent public policy and services requires us to embrace change and innovation. We strive to create an inclusive customer centric strategy and vision that keeps pace with environmental, social, and technological changes. Adopting an agile and digital-first approach, we will continually upskill, change, and improve how we do things to meet current and future demands.

Building future readiness breaks down into four key elements, as listed below.

Key element 1: Digital focus.

Utilises technology and digital skills to drive efficiencies and support better service delivery.

Key element 2: Openness to change.

Shows interest and openness to change, innovation and new technology or processes.

Willing to try new approaches, seeking support when needed and openly sharing and learning from their mistakes.

Key element 3: Innovation and creative solutions.

Someone who puts forward innovative ideas, creative solutions or helpful suggestions, no matter how small.

Key element 4: Building expertise and upskilling for the future.

Enthusiastic about development opportunities, demonstrating a positive attitude, openness to feedback, and willingness to learn.

Committed to improving knowledge and skills for the future

Develops specialist expertise in their area, through listening and learning from others.

Examples of key skills relating to building future readiness are IT skills, for example Microsoft Office, digital literacy, continuous learning, innovation, and specialist skills in your own area of expertise.

Capability Dimension 2: Evidence Informed Delivery

Overview: Delivering excellent public policy and services requires us to make evidence based and well-informed judgements and decisions, prioritise objectives and effectively manage resources, using relevant information to evaluate the delivered outcome to ensure maximum benefit for the people we serve.

Evidence informed delivery breaks down into two sub-dimensions. The first sub-dimension is delivering excellence. The second sub-dimension is handling information, problems, and decisions. Each sub-dimension breaks down further into key elements and performance indicators. These are detailed below.

Evidence Informed Delivery, Sub-Dimension 1: Delivering Excellence.

This Sub-Dimension breaks down into three key elements, as listed below.

Key element 1: Managing Work Effectively.

Manages, plans, and prioritises workload to ensure targets and deadlines are met.

Works in a systematic, organised, and efficient manner.

Uses their time effectively, seeking additional work or volunteering to support others during quiet periods.

Key element 2: Delivering Quality Outcomes and Service.

Maintains a focus on quality, accuracy, and attention to detail, even when completing routine tasks.

Delivers high quality and professional customer service.

Actively seeks support and checks or reviews of their work to ensure high standards.

Key element 3: Attitude, Ownership and Flexibility.

Takes ownership and responsibility over work, strives to become self-sufficient in their area of responsibility.

Gets up to speed with new tasks or roles at an appropriate pace and asks questions to ensure correct understanding.

Flexible, agile, and resilient in the face of challenges or changing demands, maintaining a can-do attitude, and seeking support as necessary.

Examples of key skills relating to delivering excellence are customer service, time management, project management, and planning and organising.

Evidence Informed Delivery, Sub-Dimension 2: Handling Information, Problems, and Decisions.

This Sub-Dimension breaks down into three key elements, as listed below.

Key element 1: Gathering and Processing Information

Ability to gather, understand and work with information from a range of different sources.

Handles all information and data carefully, particularly when dealing with sensitive or confidential matters.

Checks, processes, and interprets information and data, in an accurate and timely manner.

Key element 2: Problem Solving

Identifies and solves problems in an effective and efficient manner, with support.

Understands when to escalate issues, sharing all relevant information and working with others to find a solution.

Key Element 3: Informed Judgement and Decision Making

Makes good judgements and decisions, considering the available information and following the relevant procedures or protocol.

Makes appropriate and timely decisions on matters within own remit, seeking support and referring decisions upward, where necessary.

Examples of key skills relating to handling information, problems and decisions are working with data, information processing, problem solving, and decision-making skills.

Examples of key skills relating to communicating and collaborating are written skills, e-mailing, active listening, meeting participation, teamwork, and interpersonal skills.

Capability Dimension 3: Communicating and collaborating.

Overview: Delivering excellent public policy and services requires us to work together, build relationships and collaborate enabling a joined up, whole-of-Government approach. Effective engagement and communication with our customers, clients and colleagues will enhance and build trust in our services.

Communicating and collaborating breaks down into three key elements, as listed below.

Key element 1: Collaboration, Teamwork and Building Relationships.

Utilises interpersonal skills to build positive and effective working relationships, even in a blended or hybrid working environment.

Effective collaboration and teamworking skills, plays their part and works well with team members.

Key element 2: Effective Communication.

Communicates in a clear, helpful, and appropriate manner verbally, digitally, and in writing.

Willing to communicate openly, sharing their views, thoughts, and concerns.

Keeps others updated, sharing all relevant details.

Approaches difficult conversations with care and professionalism, seeking support when required.

Key element 3: Engaging, Including and Listening

Listens carefully to others and takes on board their views, guidance, and feedback.

Appreciates diversity and makes an effort to listen, include and engage with a variety of people.

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