

Core competencies for Junior Professional staff

	Core competencies	TO Pay Band 3-6 Programmer, Assistant Officer	<ul style="list-style-type: none"> Assistant Manager TO Pay Band 5-6 Officer, Analyst (System) 	TO Pay Band 7 Senior Officer, Senior Analyst (System)
	Key competencies	<i>Knowledgeable about own subject area. Proficient in necessary skills/tools to meet job requirements. Researches and analyses information objectively. Presents facts accurately in writing.</i>	<i>Knowledgeable about own subject area. Proficient in necessary skills/tools to meet job requirements. Comprehends and examines issues sensibly, drawing meaningful conclusions. Willing to invest additional efforts to achieve better results.</i>	<i>Demonstrates competency in applying relevant technical framework and tools to research or analyse issues. Recognises problems and recommends practical options. Allocates tasks to staff fairly. Schedules work effectively and understands relative priorities.</i>
A. People Skills				
A1	Interpersonal Relationship	<ul style="list-style-type: none"> Maintains effective working relationship with colleagues and external contacts. Demonstrates an understanding of others' needs. 	<ul style="list-style-type: none"> Maintains effective working relationship with colleagues and external contacts. Demonstrates an understanding of others' needs. 	<ul style="list-style-type: none"> Manages effective working relationship with colleagues and external contacts. Considers and responds appropriately to the needs, feelings and capabilities of others.
A2	Teamwork	<ul style="list-style-type: none"> Co-operates well with team members. Works towards team objectives and demonstrates commitment to achieve them. 	<ul style="list-style-type: none"> Co-operates well with team members. Works towards team objectives and demonstrates commitment to achieve them. Provides support and guidance to colleagues for goal accomplishment. 	<ul style="list-style-type: none"> Contributes to team objectives through contributing ideas, sharing experience and providing assistance to other team members. Encourages staff and fellow members to develop their skills and knowledge.
A3	Supervision	<ul style="list-style-type: none"> Allocates tasks and duties to staff fairly. Provides clear and detailed instructions. 	<ul style="list-style-type: none"> Allocates tasks and duties to staff fairly and ensures smooth workflow within the team. Provides clear feedback as well as detailed instructions. 	<ul style="list-style-type: none"> Allocates tasks and duties to staff fairly. Sets clear, achievable job targets for staff. Encourages and guides staff to achieve agreed targets.
B. Horizontal skills				
B1	Communications	<ul style="list-style-type: none"> Speaks clearly and accurately. Listens to others and shows understanding of what they are saying. Drafts simple correspondence and presents facts accurately in writing. 	<ul style="list-style-type: none"> Speaks clearly and accurately. Listens to others and shows understanding of what they are saying. Drafts clear and organised correspondences and reports. 	<ul style="list-style-type: none"> Speaks clearly and concisely and listens effectively. Drafts clear and well-organised correspondences and reports.
B2	Judgement and problem solving	<ul style="list-style-type: none"> Grasps ideas and instructions correctly. Produces and analyses research material and findings objectively. Able to select the best match between alternative solutions and requirements. 	<ul style="list-style-type: none"> Grasps ideas and instructions quickly and correctly. Comprehends and examines issues sensibly, drawing meaningful conclusions. Evaluates the pros and cons of options objectively. 	<ul style="list-style-type: none"> Comprehends and examines issues thoroughly and grasps all relevant information. Recognises problems and recommends practical options. Shows detailed understandings of issues involved.

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B3	Personal qualities	<ul style="list-style-type: none"> ▪ Personally organised and delivers to schedule. ▪ Performs work with accuracy and consistency under pressure. ▪ Shows drive and determination to achieve agreed results. ▪ Sets reasonable standards of performance for self. ▪ Reacts positively to changes in work or procedures. ▪ Willing to take up new responsibilities and learn new techniques and approaches. 	<ul style="list-style-type: none"> ▪ Personally organised and delivers to schedule. ▪ Organises workloads to ease out peaks and meets agreed deadlines. ▪ Remains calm under pressure and continues to perform with accuracy and consistency. ▪ Shows drive and determination to achieve agreed results. ▪ Takes up new facets of work readily. ▪ Willing to invest additional efforts to achieve better results. 	<ul style="list-style-type: none"> ▪ Schedules work effectively and understands relative priorities. ▪ Monitors work progress and makes adjustments where necessary to meet agreed targets. ▪ Be reliable and supportive under pressure and continues to work with accuracy and consistency. ▪ Shows drive, dedication and commitment. ▪ Copes well with new or changing work requirements. ▪ Receptive to feedback and strives for improvement in performance.
C. Vertical skills				
C1	Technical knowledge	<ul style="list-style-type: none"> ▪ Knowledgeable about own subject area. ▪ Proficient in necessary technical skills/tools to meet job requirements. 	<ul style="list-style-type: none"> ▪ Knowledgeable about own subject area. ▪ Proficient in necessary technical skills/tools to meet job requirements. ▪ Keeps updated of the latest developments in technical areas through a network of technical contacts. 	<ul style="list-style-type: none"> ▪ Knowledgeable about own subject areas. ▪ Demonstrates competency in applying relevant technical framework and tools to research or analyse issues. ▪ Keeps updated of the latest developments in technical areas through a network of technical contacts.
C2	Others (please specify)			