



RISE Competencies

Competency and description	Example positive indicators	Example negative indicators
<p>Drive You have a positive attitude, determination and the motivation to learn and succeed</p>	<ul style="list-style-type: none"> • Goes the extra mile for customers and colleagues • Works hard, with a large capacity for work and high throughput • Demonstrates a genuine interest in the business and their work • Is pro-active and makes things happen • Uses positive language (yes, can, and, challenges) • Asks for, or, gets on with additional tasks work and projects • Eager to learn and get involved • Uses their initiative and works well independently 	<ul style="list-style-type: none"> • Does only what is required or the bare minimum • Works slowly, with a low capacity for work and low throughput • Appears bored and uninterested • Is reactive and waits for things to happen or be done for them • Uses negative language (no, can't, but, problems) • Waits to be assigned work • Refuses to take on additional work, tasks or projects • Does not partake in additional training or learning opportunities • Needs lots of supervision, support and direction
<p>Business focus You understand and focus on what will deliver good business results</p>	<ul style="list-style-type: none"> • Understands the customers, market and business priorities • Has good judgement and makes good decisions • Able to accurately analyse and make sense of complex data or information • Able to find creative and innovative solutions to problems • Asks informed, insightful questions to develop their understanding • Delivers positive business results 	<ul style="list-style-type: none"> • Misunderstands the customers, market and business priorities • Has poor judgement and makes poor decisions • Draws incorrect conclusions from analysing data or information • Unable to solve problems alone • Asks basic or irrelevant questions repeatedly • Does not deliver results



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Competency and description	Example positive indicators	Example negative indicators
<p>Professionalism You conduct yourself in an effective and professional manner at all times</p>	<ul style="list-style-type: none"> • Takes ownership and responsibility for their work • Able to plan and prioritise work effectively • Meets or beats deadlines and quality standards • Listens and responds to feedback positively • Has high integrity, is honest, keeps promises • Honours all confidentiality, legal, safety or compliance obligations • Has a professional appearance appropriate for the environment • Is reliable and punctual • Gets the details right with good attention to detail - spelling, grammar, formulas, formatting, administration etc • Flexible, adaptable and resilient 	<ul style="list-style-type: none"> • Avoids ownership and responsibility, blames others when things go wrong • Poorly organised and unable to prioritise effectively • Misses deadlines and does not meet required quality standards • Argues with or ignores feedback • Lacks integrity, is dishonest or breaks promises • Disregards confidentiality, legal or compliance obligations • Dresses unprofessionally or inappropriately for the environment • Unreliable and unpunctual • Lacks attention to detail, poorly presented or inaccurate work • Makes mistakes repeatedly
<p>Teamwork You are able to work effectively with a wide variety of people in different ways</p>	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Able to build effective trusting relationships with a variety of people • Able to find win - win solutions • Treats customers and colleagues with respect and courtesy • Effective listening and questioning skills • Offers support and help to colleagues, taking on extra work 	<ul style="list-style-type: none"> • Poor communication skills, others find it difficult to understand • Has difficulty working with other people, causing offence or upset • Wins at the expense of others • Talks excessively or not at all • Prefers to work alone • Completes own work first before helping others