

ATTORNEY-GENERAL'S DEPARTMENT  
**PERFORMANCE EXPECTATIONS EL1**

The **AGD Performance Expectations** outline the capability needs of AGD employees to enable the department to achieve its outcomes in an increasingly complex and changing environment. The Performance Expectations guide consistent performance across AGD at each classification. The AGD Performance Expectations do not replace, but are aligned to the APS Work Level Standards (WLS) and Integrated Leadership System (ILS).

 <b>Creates Solutions</b>	 <b>Demonstrates Agility</b>	 <b>Communicates Effectively</b>	 <b>Leads with Commitment</b>	 <b>Collaborates with Purpose</b>	 <b>Accountable for Quality Outcomes</b>
<ul style="list-style-type: none"> <li>• <b>Manages risk by gathering and critically analysing information, and clearly communicating risks and benefits.</b></li> <li>• <b>Questions traditional assumptions, coaching and supporting others to explore better ways of doing business.</b></li> <li>• <b>Develops solutions with an orientation to the future, balancing immediate business needs with medium- and long-term objectives.</b></li> <li>• <b>Demonstrates sound judgement, making independent decisions where appropriate.</b></li> <li>• Understands and <i>supports</i> organisational strategy as it relates to <i>the achievement of team, departmental and government objectives.</i></li> <li>• Generates innovative solutions to problems, producing a range of options.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Promotes openness to new information, approaches and ideas.</b></li> <li>• <b>Maintains and models composure under pressure.</b></li> <li>• <b>Sustains high levels of productivity following setbacks and during periods of uncertainty.</b></li> <li>• <b>Supports others to maintain focus and productivity, encouraging them to embrace emerging opportunities.</b></li> <li>• <b>Contributes to the development of an agile workforce by applying skills in a range of situations and coaching others to use skills flexibly.</b></li> <li>• Recognises when <i>organisational</i> priorities have shifted, and adjusts <i>individual and team</i> behaviour to meet the new goals.</li> <li>• Demonstrates a flexible approach to work, displaying willingness to <i>meet evolving organisational needs.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Delivers high quality, well-structured communication that is fit for purpose.</b></li> <li>• <b>Prepares for discussions, ensuring a strong knowledge and understanding of key facts and issues.</b></li> <li>• <b>Adapts communication to the knowledge, experience and expectations of the audience.</b></li> <li>• <b>Builds team morale by communicating leadership decisions effectively.</b></li> <li>• Selects appropriate communication channels <i>and exercises sound judgement in sharing information with relevant people.</i></li> <li>• Listens carefully to the views of others, <i>checking understanding by asking probing questions.</i></li> <li>• Influences others, <i>including more senior stakeholders, by understanding different perspectives and finding common ground.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Accepts accountability for actions of self and team.</b></li> <li>• <b>Enhances own strengths and addresses weaknesses.</b></li> <li>• <b>Takes responsibility for direct reports and invests in their development.</b></li> <li>• <b>Sets clear performance expectations, and provides timely, constructive feedback.</b></li> <li>• <b>Addresses performance shortfalls in an appropriate, constructive and timely manner.</b></li> <li>• Builds corporate knowledge and relevant expertise by guiding, coaching and mentoring others.</li> <li>• Acknowledges and rewards the contributions of others.</li> <li>• Upholds <i>and models</i> the APS Values, Code of Conduct and Employment Principles.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Develops internal and external relationships that build understanding, knowledge and capability.</b></li> <li>• <b>Collaborates with others from outside immediate work area in response to organisational needs.</b></li> <li>• <b>Conducts stakeholder analysis to understand and respond to different perspectives and needs.</b></li> <li>• <b>Seeks input from team, colleagues and other stakeholders.</b></li> <li>• <b>Promotes co-operative work practices.</b></li> <li>• Recognises the value of diverse experience, education and backgrounds, <i>harnessing strengths to enhance productivity.</i></li> <li>• Understands and acts to overcome the barriers to collaboration.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Takes responsibility for timely delivery of individual and team outcomes.</b></li> <li>• <b>Identifies problems and assesses their significance, communicating risks appropriately.</b></li> <li>• <b>Maintains a continuous improvement approach to individual and team work.</b></li> <li>• <b>Considers short-, medium- and long-term goals when planning and prioritising work.</b></li> <li>• <b>Uses expertise of self and others effectively.</b></li> <li>• Monitors the quality of <i>team</i> output and adheres to relevant performance standards.</li> <li>• Contributes to planning and resource allocation to ensure achievement of <i>team and organisational</i> objectives.</li> </ul>