



ATTORNEY-GENERAL'S DEPARTMENT  
**PERFORMANCE EXPECTATIONS EL2**

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>Identifies and pursues solutions that align with strategic objectives.</li> <li>Anticipates and acknowledges the risks inherent in creating new ways of doing business, supporting innovation while demonstrating sound judgement in managing risk.</li> <li>Translates organisational strategy for others, drawing attention to the links between tasks and strategic objectives.</li> <li>Understands and promotes organisational strategy as it relates to the achievement of team, departmental and government objectives.</li> <li>Questions traditional assumptions, coaching and supporting others to explore better ways of doing business.</li> <li>Develops solutions with an orientation to the future, balancing immediate business needs with medium- and long-term objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Anticipates future organisational priorities when setting short-, medium- and long-term goals.</li> <li>Supports others to maintain focus and productivity by <i>communicating a clear and compelling rationale for leadership decisions.</i></li> <li>Acts on new information, approaches and ideas.</li> <li>Recognises when organisational priorities have shifted, and adjusts individual and team behaviour to meet the new goals.</li> <li>Demonstrates a flexible approach to work, displaying willingness to meet evolving organisational needs.</li> <li>Maintains and models composure under pressure.</li> <li>Sustains high levels of productivity following setbacks and during periods of uncertainty.</li> <li>Contributes to the development of an agile workforce by applying skills in a range of situations and coaching others to use skills flexibly.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates flexibility and sound judgement in use of communication channels to influence outcomes, deliver results and support organisational strategy.</li> <li>Anticipates the perspectives of others in discussions and negotiations, and is prepared to engage.</li> <li>Delivers high quality, fit-for-purpose communication that is well structured and achieves strategic objectives.</li> <li>Prepares and participates constructively in discussions and negotiations, demonstrating a strong grasp of key issues, stakeholders and strategic objectives.</li> <li>Listens and responds to others' verbal and non-verbal cues, checking understanding by asking probing questions.</li> <li>Influences others, including more senior stakeholders, by understanding different perspectives and finding common ground.</li> <li>Builds team morale by communicating leadership decisions effectively.</li> </ul>	<ul style="list-style-type: none"> <li>Supports other leaders, including direct reports, to manage performance.</li> <li>Takes responsibility for shaping team culture.</li> <li>Delegates tasks appropriately to facilitate development and build team capability.</li> <li>Takes responsibility for direct reports and team, and invests in their development.</li> <li>Accepts accountability for actions of self and team.</li> <li>Builds corporate knowledge and expertise by guiding, coaching and mentoring others.</li> <li>Sets clear performance expectations, and provides timely, constructive feedback.</li> <li>Addresses performance shortfalls in an appropriate, constructive and timely manner.</li> <li>Acknowledges and rewards the contributions of others.</li> <li>Upholds and models the APS Values, Code of Conduct and Employment Principles.</li> </ul>	<ul style="list-style-type: none"> <li>Improves productivity by working with others to reduce duplication and bring together diverse expertise where appropriate.</li> <li>Liaises with stakeholders to maintain productive relationships, resolve conflict, keep relevant parties informed and achieve outcomes.</li> <li>Anticipates and pre-empts barriers to collaboration, managing them effectively.</li> <li>Appropriately manages competing stakeholder interests and viewpoints.</li> <li>Develops internal and external relationships that align with strategy, harness expertise and enhance performance.</li> <li>Promotes and models collaborative work practices.</li> <li>Seeks input from team, colleagues and other stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Maintains quality control over team output by setting and adhering to relevant performance standards.</li> <li>Anticipates changes in business needs and ensures team is equipped to respond.</li> <li>Anticipates problems and takes steps to minimise or prevent them.</li> <li>Manages resource allocation responsively to ensure achievement of team and organisational objectives.</li> <li>Makes sound judgements about priorities, balancing short-, medium- and long-term goals.</li> <li>Takes responsibility for timely delivery of individual and team outcomes.</li> <li>Maintains a continuous improvement approach to individual and team work.</li> <li>Uses expertise of self and others effectively.</li> </ul>