

# **Key Behavioural & Capability Framework**



# Introduction

At The People & Culture Office, we know that aligning the behaviours and capabilities of your team with your strategic goals is key to delivering top-tier services to your community. That's why we're excited to introduce the Key Behavioural & Capability Framework—a tool that goes beyond job descriptions and task lists, giving you a clear roadmap for how your team should operate to meet expectations, reflect the organisation's values, and deliver on your vision for the future.

This guide outlines how the Framework can support you in cultivating a workforce that embodies your values, behavioural and capability expectations, ensuring that every employee, at every level, contributes to your organisations success.


*revolutionise your team*



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# Why the Key Behavioural & Capability Framework?

At its heart, a Key Behavioural & Capability Framework helps organisations align the skills, knowledge, and behaviours of their people with what truly matters—organisational goals and values. Whether you're a seasoned professional or just starting out, this guide will walk you through what these frameworks are, why they matter, and how they can transform the way we work together.

We understand that the your organisation is striving to balance the needs of your current workforce with future growth and challenges. By adopting the Key Behavioural & Capability Framework, you'll be equipped to:

- **Clarify role expectations:** Move beyond task-based job descriptions to behaviours that support your mission.
- **Embed your values in everything your team does,** from community engagement to internal collaboration.
- **Develop leadership at every level,** ensuring employees don't just complete their work but also take ownership of the organisation's goals and culture.

Imagine knowing exactly how your role contributes to the bigger picture or having a roadmap for the skills you need to reach the next step in your career. That's what capability frameworks bring to the table.

The Framework makes clear  
"what good looks like" at each  
level of the organisation

# The Framework: A Breakdown

## *applying the Framework*

### **1. Workforce Planning**

We know that effective workforce planning is critical, especially given the challenges of operating in a regional location. The Framework will help you identify the current and future capabilities your team needs to achieve your strategic objectives. With this data-driven approach, you'll be able to identify gaps and build a team that's ready for anything, now and in the future.

### **2. Job Design**

The Framework allows you to design roles based not just on tasks, but on the capabilities and behaviours that align with the organisational values. It encourages you to think about who you need, not just what you need. This results in roles that are more future-proof and adaptable, ensuring your team grows with you.

### **3. Recruitment**

Hiring for technical skills is important, but we'll help you go beyond that by using the Framework to attract candidates who embody your values and expectations. We'll design interview questions that draw out examples of past behaviours, ensuring new hires align with the organisational culture and long-term goals from day one.

### **4. Performance Management**

Traditional performance reviews often focus too heavily on tasks. With the Framework in place, reviews become an opportunity to assess how well employees are demonstrating the behaviours and capabilities required for success. It's not just about what gets done, but how it's done. This approach allows for more meaningful development plans and helps the organisation achieve its strategic goals while ensuring employees are growing in line with their roles.

### **5. Succession Planning**

Succession planning is about developing future leaders who are ready to step up when needed. By embedding the Key Behavioural & Capability Framework into your development programs, you'll be able to map out clear progression paths, ensuring that your team has the skills and behaviours necessary to lead your organisation into the future.

### **6. Induction**

First impressions matter. By incorporating the Framework into your induction process, new employees will quickly understand the behaviours and values that matter most. This approach ensures they align with the organisation's culture from day one, reducing turnover and increasing engagement.

# Aligning The Framework With Your Values

Think of capability frameworks as your workplace GPS. They define the "how" behind the "what" of your role. It's not just about ticking off tasks but excelling in them with the right attitude, behaviours, and skills. The framework outline essential capabilities—things like leadership, collaboration, communication, and resilience—that empower individuals and teams to deliver exceptional results.

The beauty of the framework is that they are scalable. Whether you're leading yourself, a team, or the entire organisation, the expectations grow with your role.

At their core, the framework is about making values come to life. They define what living those values looks like in day-to-day behaviours. For instance, a value like inclusivity might translate to fostering collaboration and valuing diverse perspectives in the workplace. Similarly, a value like innovation could involve challenging the status quo to find better solutions.

By embedding values into behaviours, capability frameworks ensure that every action, from a team meeting to a strategic decision, reflects what the organisation stands for. This alignment builds a strong, positive culture where everyone feels connected to a shared purpose.

## *Core Capabilities at a Glance*

The framework is divided into key capability groups that apply to everyone:

- **Personal Attributes:** Manage yourself, stay adaptable, act with integrity.
- **Relationships:** Communicate, engage, and collaborate with respect and honesty.
- **Results:** Deliver outcomes, think critically, innovate, and prioritise.
- **Business Enablers:** Maximise resources, manage finances responsibly, and use technology efficiently.

For those in leadership roles, we also add Workforce Leadership to ensure you're not just managing but inspiring your team and leading by example.

# Why You Need The People & Culture Office

Capability frameworks are more than just guidelines—they're the foundation for building a high-performing, future-focused organisation. By defining the behaviours, skills, and knowledge that align with your values and goals, these frameworks provide clarity, consistency, and a shared sense of purpose.

When everyone understands what "good" looks like and how their role contributes to the bigger picture, the impact is transformative. Teams become more cohesive, leaders more strategic, and employees more empowered. It's not just about meeting expectations—it's about exceeding them, driving innovation, and fostering a culture where people feel valued and motivated to do their best work.

Organisations that embrace capability frameworks elevate themselves from reactive to proactive. They move beyond the daily grind to strategically grow and adapt, even in the face of challenges. By investing in your people—through clear expectations, aligned behaviours, and focused development—you're not just setting the stage for success. You're creating an environment where individuals and the organisation as a whole can thrive. The right framework doesn't just support your strategy; it accelerates it, unlocking the potential of your workforce and paving the way for sustainable growth and success. This is how you take your organisation to the next level.

At The People & Culture Office, we're ready to support you every step of the way in embedding this framework into your operations, ensuring it drives positive change across the board.

Let's work together to ensure your organisation is not just a great place to work, but also a leader in delivering excellence for the community through a dedicated, professional, and capable workforce.



At The People & Culture Office, we're here to help you make this vision a reality.

Let's work together to create a workplace where people not only want to come, but where they choose to stay.

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*Employee engagement and culture is where the magic happens*

