COMPETENCY FRAMEWORK

Effective: October 2022

To be reviewed: September 2024

To help the public service

spend wisely

INTRODUCTION

1. The OAG changed its performance management framework in 2019, moving away from the CIG framework and approach. As a result, we:
   - Made the performance appraisal process simpler by changing the scoring assessments to Exceeded/Met/Partly Met.
   - Changed the timing of annual appraisals to fit better with our audit year i.e. to be completed May/June each year (for the year ended 30 April) rather than February/March. We expect feedback to happen throughout the year in addition to the formal annual performance appraisal.
   - Stopped submitting formal performance appraisals to CIG.

2. The OAG adopted the competency framework adopted from 2020. The OAG competency framework is based on the INTOSAI core competencies for public sector auditors but has been adapted slightly to meet the needs of OAG. It provides consistency with the CIG competency framework and has a manageable number of competencies.

CORE COMPETENCIES

3. The framework comprises five competencies:
   - Deliver Quality Services
   - Effective Stakeholder Engagement
   - Leadership and Management
   - Judgement and Decision Making
   - Contribute to the Value and Benefit of OAG.

4. The OAG expects staff to at least meet all (or most) of the requirements specified for each competency. If staff meet the requirements we consider them to have performed well and met the expectations of the job. In these circumstances, staff will be assessed as 'Met' in their performance appraisal. However, we may not expect new starts to meet all of the requirements for each competency in their first year with OAG. We anticipate that some staff may demonstrate exceptional performance and 'exceed' the requirements of the job for some competencies. This is not expected but encouraged.

Deliver Quality Services	Effective Stakeholder Engagement	Leadership and Management	Judgement and Decision Making	Contribute to the Value and Benefit of the OAG

This competency requires staff to:
 	
• Deliver standard-compliant audits.
• Deliver audits or projects within budget and on time.
• Ensure quality in all work.
• Identify and manage risks, and apply a risk-based approach.
• Document appropriate and sufficient evidence.
• Promote accountability, transparency, good governance and VFM.
• Demonstrate a good knowledge of the business.
• Ensure work meets legal and stakeholder requirements e.g. submission of information to government agencies.
	This competency requires staff to:
	
	• Understand different stakeholder needs and be able to balance these.
	• Demonstrate effective communication skills.
	• Actively listen.
	• Communicate messages effectively using different techniques, including:
	  o effective meetings
	  o presentation skills
	  o verbal & written communications e.g. telephone, email.
	• Be open and encourage effective exchange of information.
	• Challenge constructively.
	• Manage relationships effectively.
	• Write high-quality reports.
	• Make impactful recommendations.
		This competency requires staff to:
		
		• Lead by example, including:
		  o being accountable for personal behaviour
		  o respecting diversity
		  o behaving professionally and ethically.
		• Behave professionally through:
		  o displaying courage and resilience
		  o looking for opportunities to grow and learn
		  o learning lessons
		  o displaying emotional intelligence (e.g. self-awareness and impact on others)
		  o seeking help when needed.
		• Manage & supervise others effectively, including:
		  o influencing, inspiring & motivating others
			This competency requires staff to:
			
			• Demonstrate technical competence, including an understanding of relevant standards.
			• Show professional skepticism.
			• Analyse financial and non-financial information.
			• Problem solve.
			• Apply critical thinking.
				This competency requires staff to:
				
				• Comply with Office policies.
				• Ensure management has timely, accurate and relevant information for decision making (including timely completion of TRS).
				• Contribute to effective teamworking.
				• Have a good understanding of the public sector environment and context.
				• Follow up on previous work and recommendations.

Competency Framework

		o providing clear direction and support o providing effective feedback o encouraging a learning environment.		