

THIS TABLE IS THE
MINIMUM EXPECTATION
BUSINESS HAS OF
AN INDIVIDUAL'S
WORK READINESS
WHEN THEY APPLY
FOR A JOB OR WILL
EXPECT AN INDIVIDUAL
TO DEVELOP AND
DEMONSTRATE SOON
AFTER THEY HAVE
STARTED THE JOB.



VALUES

Accountability ⇒ accepts responsibility for actions, and their impact on the business and others.

Continuous improvement ⇒ has high standards and consistently tries to improve own performance, and the performance of the business.

Honesty ⇒ straightforward behaviour with no deceit and cheating. Is trustworthy, fair and sincere.

Knowledge ⇒ develops understanding, skills, and expertise. Is committed to growth and learning.

Respect ⇒ takes into account other people's feelings, wishes, or rights.

Tolerance ⇒ willingness to recognise and respect difference and the beliefs, habits and practices of others.

Work ethic ⇒ diligent and committed to the business.

BEHAVIOURS

Adaptable ⇒ is open to new ideas and concepts, and pro-actively changes the way they work to stay effective in new work settings.

Authentic ⇒ is true to own personality and values, while still working within the business's expectations.

Business-minded ⇒ understands all employees are responsible for business success, and therefore looks for opportunities to make the business better.

Collaborative ⇒ shares knowledge and learning, works cooperatively with others, and works to build agreement to achieve an outcome for the business or client.

Customer focused ⇒ understands who the customer is, what their needs are, and actively works to improve their experience.

Flexible ⇒ effectively handles unexpected situations or last-minute changes.

Globally aware ⇒ has an awareness and understanding of global interactions and is open to working with other nationalities and cultures.

Self-aware ⇒ knows own strengths, talents and passions. Recognises areas for learning and development and learns from their mistakes. Has a good understanding of their role in the business.

Resilient ⇒ bounces back when things don't go as planned. Doesn't dwell on failures, learns from them or their own mistakes and moves forward.

SKILLS

Business literacy ⇒ ability to apply knowledge of the business environment and work processes/tasks to manage situations and achieve good outcomes.

Critical analysis ⇒ can evaluate a situation/proposal, identify possible outcomes, assess pros and cons, and determine the right approach based on desired outcome.

Data analysis ⇒ collect and review data to identify trends, answer questions and test assumptions.

Digital technology ⇒ ability to use information and communication technology.

Literacy ⇒ ability to learn, read, write and communicate verbally.

Numeracy ⇒ ability to reason and apply numerical concepts, and calculate numbers or amounts.

Problem solving ⇒ ability to find solutions to simple through to complex issues.

Technical skills ⇒ specific to the job and gained through formal education.