



Competency Profile for Information Management – Advisor

ADAPTABILITY

Adapting in order to work effectively in ambiguous or changing situations, and with diverse individuals and groups

Level 3: Adapts to widely varying needs.

- Adapts to new ideas and initiatives across a wide variety of issues or situations.
- Supports major changes that challenge traditional ways of operating.
- Adapts interpersonal style to highly diverse individuals and groups in a range of situations.
- Adapts own plans and priorities in anticipation of change.

CLIENT FOCUS

Providing service excellence to internal and/or external clients, addressing immediate and evolving client needs

Level 2: Maintains client contact.

- Follows up with clients during and after delivery of services to ensure that their needs have been met.
- Keeps clients up to date on the progress of the service they are receiving and changes that affect them.
- Maintains service to clients during critical periods.
- Addresses clients' issues in order of priority.

EXEMPLIFYING INTEGRITY

Treating others fairly, honestly and respectfully, furthering the integrity of the organization and its relationships of trust within the work environment and in the broader community

Level 1: Acts in fair and ethical manner toward others.

- Treats everyone equally with fairness, honesty and respect all the time.
- Refrains from behaviour or language that is exclusionary or offensive.
- Focuses on organizational success rather than personal gain.
- Follows through consistently on promises and commitments made to others.
- Presents facts and circumstances transparently, no matter how difficult the facts may be.
- Guards confidential and sensitive information, passing it on only to those that need to know.
- Maintains ethical principles even in the most challenging circumstances.

INFORMATION AND KNOWLEDGE RESOURCE MANAGEMENT

Understanding and applying procedures to select, acquire, organize, describe, retrieve, maintain and disseminate information and knowledge resources of all types, media and format

Level 4: Demonstrates advanced knowledge and ability, and applies the competency in new or complex situations. Guides other professionals.

- Applies theories, principles and practices of information and knowledge resource management to develop practical solutions to complex challenges.
- Demonstrates an understanding of the content and format of information and knowledge resources to critically evaluate, select, acquire, organize, describe, analyze and disseminate them.
- Ensures adherence to procedures and policies for effective information and knowledge resource management.
- Negotiates effectively with information stakeholders, vendors and content providers.
- Trains and coaches others in effective practices for information and knowledge resource management.

QUALITY FOCUS

Implementing procedures and standards to ensure high-quality results, and taking action to identify or manage quality issues, as appropriate

Level 3: Reviews and coaches others on quality standards.

- Explains the organizational policies and procedures for quality assurance.
- Works at a level that consistently meets and models the quality standards set by the organization.
- Reviews the work of others to ensure that organizational quality standards are met.
- Advises management when quality issues and challenges are apparent.

ATTENTION TO DETAIL

Working in a conscientious, consistent and thorough manner to ensure accuracy and the quality of work products and services delivered

Level 4: Identifies relevant information.

- Identifies relevant and irrelevant information when reading complex documents under tight deadlines.
- Maps out all the logistics and details of a situation to ensure smooth and flawless implementation.
- Coaches others on methods and tools to ensure the accuracy of work.

INITIATIVE

Dealing with situations and issues proactively and persistently, seizing opportunities that arise

Level 3: Addresses imminent issues or opportunities (“imminent” does not necessarily mean that a crisis is involved).

- Takes action to avoid an imminent problem.
- Capitalizes on an imminent opportunity.
- Suggests ways to achieve better results or add value beyond the current situation.
- Perseveres in seeking opportunities to advance organizational objectives in the near term.

ANALYTICAL THINKING

Analyzing and synthesizing information to understand issues, identify options and support sound decision-making

Level 3: Analyzes complex situations.

- Analyzes complex situations, breaking each into its constituent parts.
- Evaluates alternative causes or ways of interpreting complex information.
- Identifies connections between situations that are not obviously related.
- Identifies gaps in information and makes assumptions to continue the analysis and/or take action.

COMMUNICATION

Communicating clearly and respectfully with different audiences, both orally and in writing

Level 3: Adapts communication.

- Tailors communication (e.g., content, style, tone and medium) to diverse audiences and readerships.
- Reads cues from diverse audiences to assess when and how to change planned communication approach to deliver message effectively.
- Communicates with varying organizational levels, sometimes on the spot.
- Recognizes others’ complex or underlying needs, motivations or concerns, communicating effectively despite the sensitivity of the situation.
- Conveys important nuances and context to facilitate understanding of the message or material.