| **Outcome** | **Relevant Annex** |
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| **Behaviours** |
| Adaptability & Resilience | Ability to work under pressure and willingness to accept changing priorities and work patterns when new jobs need to be done, or requirements change.  |  |
| Honesty & Integrity | Apply the rules of professional conduct appropriately to relevant situations. Demonstrate an understanding of the need to avoid discrimination and promote equality and diversity.Understand when work is beyond own capability; openly admits mistakes/difficulties and seeks guidance and support as appropriate. |  |
| Motivation & Enthusiasm  | Demonstrate a positive and proactive approach to work. Take responsibility for own actions. |  |
| Knowledge |
| Business and Ethics in law | Understand the ethical issues and obligations applying to the provision of legal services, including the CILEx Regulation Code of Conduct requirements, other rules and regulatory requirements and how to act inclusively and respect diversity. |  |
| IT | Use available technology to suit different purposes, and achieve the quality of outcomes required, and to store, retrieve and analyse information. |  |
| Finance | Understand the basic financial methods and drivers of one’s own organisation |  |
| Technical | Has a broad base of legal knowledge to draw on, and a detailed understanding of the law, practice and procedures of own specialist area of practice |  |
| Skills |
| Communication Skills and Literacy | 1. Use accurate and suitable language in communication – written and oral.
2. Represent and advise a client through effective communication, including negotiation and advocacy, where applicable and permitted.
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| Numeracy | Ability to read and understand numbers used in different ways, interpret results and present findings accurately. |  |
| Planning & organising | Plan and meet deadlines expeditiously in order to deliver outcomes for the business. |  |
| Working relationships | Ability to work co-operatively with others towards achieving internal and external clients’ objectives. |  |
| Client relationship management | Client focused with an ability to build strong relationships with client and third-party contacts at all levels. Provide clear advice to clients or service users. |  |
| Research | Ability to identify, gather and present relevant information from appropriate sources to order this information in terms of importance, relevance and value and to use it to carry out required tasks. Ability to undertake legal research and produce research notes. |  |
| Drafting and accuracy | Ability to draft and present legal documentation which is accurate and appropriate. |  |
| Data & File management | Understand, implement and maintain filing and recording systems and procedures. |  |
| Critical thinking and problem solving | Analyse, interpret, critically evaluate and synthesise information in order to apply the law appropriately to a client’s situation and advise on solutions to legal problems.  |  |
| Providing legal advice | Give succinct and practical legal advice to clients in terms that they can easily understand. |  |
| Risk and compliance | Is compliant with legal organisational and regulatory policies and procedures. Understands the risks |  |