

SFJCCBA5.1

Allocate and monitor the progress of work within your area of responsibility



Overview

This unit is about ensuring that the work required in your area of responsibility is effectively planned and fairly allocated to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating plans of work in the light of developments. The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation.

The unit is recommended for first line managers and middle managers.

SFJCCBA5.1

Allocate and monitor the progress of work within your area of responsibility

Performance criteria

You must be able to:

- P1 confirm the work required in your area of responsibility with your manager and seek clarification, where necessary, on any outstanding points and issues
- P2 plan how the work will be undertaken, seeking views from people in your area of responsibility, identifying any priorities or critical activities and making best use of the available resources
- P3 ensure that work is allocated to individuals and/or teams on a fair basis taking account of skills, knowledge and understanding, experience and workloads and the opportunity for development
- P4 ensure that individuals and/or teams are briefed on allocated work, showing how it fits with the vision and objectives for the area and the overall organisation, and the standard or level of expected performance
- P5 recognise and seek to find out about differences in expectations and working methods of any team members from a different country or culture and promote ways of working that take account of their expectations and maximise productivity
- P6 encourage individuals and/or team members to ask questions, make suggestions and seek clarification in relation to allocated work
- P7 monitor the progress and quality of the work of individuals and/or teams on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback
- P8 support individuals and/or teams in identifying and dealing with problems and unforeseen events
- P9 motivate individual and/or teams to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion
- P10 monitor your area for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively
- P11 identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with individuals and/or teams.
- P12 recognise successful completion of significant pieces of work or work activities by individuals and/or teams
- P13 use information collected on the performance of individuals and/or teams in any formal appraisals of performance
- P14 review and update plans of work for your area, clearly communicating any changes to those affected

SFJCCBA5.1

Allocate and monitor the progress of work within your area of responsibility

Knowledge and understanding

You need to know and understand:

- K1 how to select and successfully apply different methods for communicating with people across an area of responsibility
- K2 the importance of confirming/clarifying the work required in your area of responsibility with your manager and how to do this effectively
- K3 how to identify and take due account of health and safety issues in the planning, allocation and monitoring of work
- K4 how to produce a plan of work for your area of responsibility, including how to identify any priorities or critical activities and the available resources
- K5 how to identify sustainable resources and ensure their effective use when planning the work for your area of responsibility
- K6 the importance of seeking views from people working in your area and how to take account of their views in producing the plan of work
- K7 the values, ethics, beliefs, faith, cultural conventions, perceptions and expectations of any team members from a different country or culture and how your own values, ethics, beliefs, faith, cultural conventions, perceptions, expectations, use of language, tone of voice and body language may appear to them
- K8 why it is important to allocate work to individuals and/or teams on a fair basis and how to do so effectively
- K9 why it is important that individuals and/or teams are briefed on allocated work and the standard or level of expected performance and how to do so effectively
- K10 the importance of showing individuals and/or teams how their work fits with the vision and objectives of the area and those of the organisation
- K11 ways of encouraging individuals and/or teams to ask questions and/or seek clarification in relation to the work which they have been allocated
- K12 effective ways of regularly and fairly monitoring the progress and quality of work of individuals and/or teams against the standards or level of expected performance
- K13 how to provide prompt and constructive feedback to individuals and/or teams
- K14 why it is important to monitor your area for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively
- K15 how to take account of diversity and inclusion issues when supporting and encouraging individuals and/or teams to complete the work they have been allocated
- K16 why it is important to identify unacceptable or poor performance by individuals and/or teams and how to discuss the cause(s) and agree ways of improving performance with them
- K17 the type of problems and unforeseen events that may occur and how to

SFJCCBA5.1

Allocate and monitor the progress of work within your area of responsibility

- support individuals and/or teams in dealing with them
- K18 the additional support and/or resources which individuals and/or teams might require to help them complete their work and how to assist in providing this
- K19 how to select and successfully apply different methods for encouraging, motivating and supporting individuals and/or teams to complete the work they have been allocated and improve their performance, and for recognising their achievements
- K20 how to log information on the ongoing performance of individuals and/or teams and use this information for formal performance appraisal purposes
- K21 the importance of reviewing and updating plans of work for your area in the light of developments, how to reallocate work and resources and how to clearly communicate the changes to those affected

Industry/sector specific knowledge and understanding

You need to know and understand:

- K22 industry/sector requirements for the development or maintenance of knowledge, understanding and skills
- K23 industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work

Context specific knowledge and understanding

You need to know and understand:

- K24 the individuals and/or teams in your area of responsibility
- K25 the vision and objectives for your area of responsibility
- K26 the vision and objectives of the overall organisation
- K27 the work required in your area of responsibility
- K28 the available resources for undertaking the required work
- K29 the plan of work for your area of responsibility
- K30 the organisation's written health and safety policy statement and associated information and requirements
- K31 your organisation's policy and procedures in terms of personal development
- K32 organisational standards or level of expected performance
- K33 organisational policies and procedures for dealing with poor performance
- K34 organisational grievance and disciplinary policies and procedures
- K35 organisational performance appraisal systems

SFJCCBA5.1

Allocate and monitor the progress of work within your area of responsibility

Additional Information

Behaviours

1. You recognise changes in circumstances promptly and adjust plans and activities accordingly.
2. You prioritise objectives and plan work to make best use of time and resources.
3. You make time available to support others.
4. You take personal responsibility for making things happen.
5. You show an awareness of your own values, motivations and emotions.
6. You show integrity, fairness and consistency in decision-making.
7. You clearly agree what is expected of others and hold them to account.
8. You seek to understand people's needs and motivations.
9. You take pride in delivering high quality work.
10. You are vigilant for possible risks and hazards.
11. You encourage and support others to make the best use of their abilities.
12. You use a range of leadership styles appropriate to different people and situations.

Skills

Communicating
Consulting
Decision-making
Delegating
Information management
Leadership
Managing conflict
Monitoring
Motivating
Planning
Problem-solving
Providing feedback
Prioritising
Reviewing
Setting objectives
Stress management
Valuing and supporting others

SFJCCBA5.1

Allocate and monitor the progress of work within your area of responsibility

Developed by Skills for Justice

Version number 1

Date approved June 2010

Indicative review date June 2013

Validity Current

Status Tailored

Originating organisation MSC

Original URN D6

Relevant occupations Public Services; Public Service Professionals; Government and Related Organisations

Suite NOS for Operational Delivery Contact Centre roles

Key words Operational Delivery, Contact Centre, plan, allocate work, check progress and quality of work, motivate team
