

SFJCCBJ1.1

Promote equality of opportunity, diversity and inclusion in your area of responsibility



Overview

This unit is about actively promoting equality of opportunity, diversity and inclusion in your area of responsibility. It is intended to go beyond compliance with equality legislation and move towards a situation where there is awareness in your area of and active commitment to the need to ensure equality of opportunity and the benefits of diversity and inclusion. 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.

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Performance criteria

You must be able to:

- P1 ensure commitment within your area of responsibility to promoting equality of opportunity, diversity and inclusion, including making them priority areas in terms of informing the vision and objectives for your area and planning and decision-making
- P2 ensure that your behaviour, words and actions and those of people working in your area of responsibility support a commitment to equality of opportunity, diversity and inclusion
- P3 identify your personal responsibilities and liabilities under equality legislation and any relevant codes of practice
- P4 identify the diversity and needs of your area's current customers and potential customers and identify areas where needs could be better satisfied and where the diversity of customers could be improved
- P5 ensure that the organisation's written equality, diversity and inclusion policy is clearly communicated to all people in your area of responsibility and other relevant parties
- P6 implement the organisation's written equality, diversity and inclusion policy in your area, including relevant parts of any accompanying organisation wide action plan, seeking and making the required resources available
- P7 ensure regular consultation with people in your area of responsibility or their representatives on equality, diversity and inclusion issues
- P8 seek and make use of specialist expertise in relation to equality, diversity and inclusion issues
- P9 ensure that working arrangements, resources and business processes in your area of responsibility respond to different needs, abilities, values and ways of working
- P10 monitor, review and report to the relevant people on progress in relation to equality of opportunity, diversity and inclusion within your area of responsibility, identifying required actions and changes to practice

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 different definitions of diversity and inclusion
- K2 the different forms which discrimination and harassment might take
- K3 the business case for ensuring equality of opportunity and promoting diversity and inclusion
- K4 the probable effects of not promoting equality of opportunity, diversity and inclusion within your area of responsibility
- K5 how commitment within your area of responsibility to promoting equality of opportunity, diversity and inclusion might be demonstrated
- K6 why it is important to make equality, diversity and inclusion priority areas and how to do so effectively
- K7 why it is important to lead by example in terms of your behaviour, words and actions supporting a commitment to equality of opportunity, diversity and inclusion
- K8 how to recognise when the behaviour, words and actions of others does and does not support a commitment to equality of opportunity, diversity and inclusion
- K9 how and where to identify your personal responsibilities and liabilities under equality legislation and any relevant codes of practice
- K10 the importance of identifying the diversity and needs of your area's current and potential customers in order to identify areas for improvement and how to do so effectively
- K11 how to communicate the organisation's written equality, diversity and inclusion policy to people who work in your area of responsibility and other relevant parties
- K12 the importance of implementing an organisation's written equality, diversity and inclusion policy and any supporting action plan
- K13 the type of resources which might be required to support implementation of an equality, diversity and inclusion policy and any supporting action plan
- K14 how and when to consult with people in your area of responsibility or their representatives on equality, diversity and inclusion issues
- K15 sources of specialist expertise in relation to equality, diversity and inclusion
- K16 how to provide working arrangements, resources and business processes in your area of responsibility that respond to different needs, abilities, values and ways of working
- K17 how to monitor, review and report on progress in relation to equality of opportunity, diversity and inclusion within your area of responsibility

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Industry/sector specific knowledge and understanding

You need to know and understand:

- K18 sector-specific legislation, regulations, guidelines and codes of practice relating to equality, diversity and inclusion
- K19 equality, diversity and inclusion issues and developments that are particular to the industry or sector
- K20 information sources on equality and diversity and inclusion in the industry or sector, including those at an international level

Context specific knowledge and understanding

You need to know and understand:

- K21 the vision, objectives and operational plans for your area of responsibility
- K22 the planning and decision-making processes within your area of responsibility
- K23 the overall vision, values, objectives, plans and culture of the organisation
- K24 the diversity of the people working in your area of responsibility
- K25 your area's current and potential customers and their needs
- K26 other relevant parties with an interest in diversity and inclusion in your area of responsibility
- K27 the organisation's written equality, diversity and inclusion policy and any accompanying action plan and how they are communicated to people who work for the organisation, people in your area and to other relevant parties
- K28 sources of specialist expertise in relation to equality, diversity and inclusion used in your area of responsibility
- K29 the support and resources allocated to and across your area of responsibility to promote equality of opportunity, diversity and inclusion
- K30 employment policies and practices within the organisation – including recruitment, selection, induction, development, promotion, retention, redundancy, dismissal, pay and other terms and conditions
- K31 working arrangements, resources and business processes in your area of responsibility
- K32 systems in place in your area of responsibility for monitoring, reviewing and reporting on progress in relation to equality of opportunity, diversity and inclusion
- K33 allocated responsibilities for promoting equality of opportunity, diversity and inclusion in your area of responsibility and the organisation in general

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Additional Information

Behaviours

1. You use communication styles that are appropriate to different people and situations.
2. You understand individuals' needs, feelings and motivations and take an active interest in their concerns.
3. You encourage and support others to make the best use of their abilities.
4. You use a range of leadership styles appropriate to different people and situations.
5. You show a clear understanding of different customers and their needs.
6. You treat individuals with respect and act to uphold their rights.
7. You show integrity, fairness and consistency in decision-making.
8. You make time available to support others.
9. You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.

Skills

Communicating
Leadership
Motivating
Monitoring
Information management
Evaluating
Valuing and supporting others
Consulting
Balancing competing needs and interests
Influencing and persuading
Planning
Reporting
Decision-making
Reviewing
Risk management

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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	NOS for Operational Delivery Contact Centre roles
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Key words	Operational Delivery, Contact Centre, equality of opportunity, diversity and inclusion
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