
Overview

This unit is about managing activities and conditions in the workplace to meet the requirements of the agency and those with whom the agency works. This involves agreeing the outputs required, planning work activities to deliver these outputs and monitoring these activities to make sure quality requirements have been met. It also involves maintaining a healthy, safe and productive work environment and continuously looking for ways to improve the processes involved.

There are three elements

- 1 Implement plans to meet customer requirements
- 2 Maintain a healthy, safe and productive work environment
- 3 Ensure products and services meet quality requirements

Target Group

This unit is applicable across the community justice sector. It is relevant to a wide variety of workers who have responsibility and authority for managing activities to deliver specific areas of the agency's services, for example, community service workers and those who work in hostels.

Performance criteria

You must be able to:

Implement plans to meet customer requirements

- P1 agree **requirements** with **customers** in sufficient detail to allow work to be planned effectively
- P2 ensure that their plans allow **requirements** to be met within agreed timescales
- P3 explain plans in sufficient detail and at an appropriate level and pace to the **relevant people**
- P4 confirm with the **relevant people** their understanding of, and commitment to, the plans
- P5 follow agency procedures for recording plans
- P6 give the **relevant people** opportunities to make recommendations for improving plans

Maintain a healthy, safe and productive work environment

You must be able to:

- P7 inform **relevant people** of their legal and agency responsibilities for maintaining a healthy, safe and productive **work environment**
- P8 make sufficient support available to **relevant people** to ensure they can work in a healthy, safe and productive way
- P9 provide **relevant people** with opportunities to make recommendations for improving the **work environment**
- P10 ensure that the **work environment** which is under their control conforms to agency and legal requirements
- P11 ensure that the **work environment** which is under their control is as conducive to healthy, safe and productive working as possible within agency constraints
- P12 respond to breaches in health and safety requirements promptly and in line with agency and legal requirements
- P13 make recommendations for improving the **work environment** clearly and promptly to **relevant people**
- P14 ensure that their records regarding health and safety and the work **environment** are complete, accurate and comply with agency and legal requirements

Ensure products and services meet quality requirements

You must be able to:

- P15 give **relevant people** opportunities to monitor the quality of products and services and recommend improvements to the processes involved
- P16 monitor continuously the quality of products and services in ways that comply with the agency's procedures
- P17 ensure that the products and services within their area of responsibility consistently meet their customers' and **agency requirements**

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- P18 take prompt and effective action if products, services and the processes involved do not meet agreed requirements
- P19 ensure that their records relating to the quality of products and services comply with their agency's procedures

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Knowledge and understanding

You need to know and understand:

Communication

- K1 how to communicate effectively with team members, colleagues, line managers and people outside the agency

Customer relations

You need to know and understand:

- K2 the importance of a focus on customer requirements and quality issues, and the worker's role and responsibilities in relation to this
K3 the differences between internal and external customers

Involvement and motivation

You need to know and understand:

- K4 how to encourage and enable team members, colleagues and line managers to help to improve efficiency
K5 the importance of empowering team members to make recommendations on quality improvement and efficiency and how to encourage their contributions

Agency context

You need to know and understand:

- K6 the records which you need to complete and how this should be done
K7 the procedures to follow in order to recommend improvements in the work environment
K8 the records which need to be kept and the agency and legislative requirements for doing so
K9 the standards and agency requirements which apply to the activities for which you are responsible
K10 how to interpret the agency's policies and determine their implications for quality assurance

Planning

You need to know and understand:

- K11 how to identify customer requirements to a level of detail sufficient for planning work
K12 the principles of planning work activities, setting objectives and priorities to ensure requirements are met efficiently

Analytical techniques

You need to know and understand:

- K13 the principles of risk assessment and how to ensure that the work environment is effectively monitored

Manage activities to meet requirements

- K14 how to assess current working conditions and identify possible areas for improvement

Health and safety

You need to know and understand:

- K15 the importance of health and safety at work and the worker's role and responsibility in relation to this
- K16 the agency and legal requirements for maintaining a healthy, safe and productive work environment
- K17 industrial or professional codes of practice relevant to healthy, safe and productive work environments
- K18 the types of support it may be necessary to provide on health and safety issues and how to provide such support
- K19 how to respond to contradictions between health and safety requirements and agency constraints

Workplace organisation

You need to know and understand:

- K20 the types of work environments which are most conducive to productive work

Monitoring and evaluation

You need to know and understand:

- K21 how to monitor the quality of work taking place in the worker's area of responsibility

Quality management

You need to know and understand:

- K22 the meaning and importance of quality in the management of activities
- K23 the principles and methods of quality assurance
- K24 deficiencies in quality that are likely to occur and the appropriate corrective actions to take

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Additional Information

Scope/range related to performance criteria

1. **Requirements**
 - 1.1. quality
 - 1.2. quantity
 - 1.3. delivery
 - 1.4. health and safety
2. **Customers**
 - 2.1. internal
 - 2.2. external
3. **Relevant people**
 - 3.1. team members
 - 3.2. colleagues working at the same level as the worker
 - 3.3. higher-level managers or sponsors
 - 3.4. specialists
 - 3.5. people outside the agency
4. **Work environment**
 - 4.1. physical environment
 - 4.2. equipment
 - 4.3. materials
 - 4.4. working procedures
5. **Agency requirements**
 - 5.1. quality standards
 - 5.2. agency policies
 - 5.3. agency objectives

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Manage activities to meet requirements

Links to other NOS

This unit complements unit A212 on maintaining activities to meet requirements, which covers similar areas of work but reflects a lower overall level of responsibility and autonomy.

It also links to:

HD15 Manage the performance of teams and individuals (E12) (MCI C13)

HE8 Support the efficient use of resources (E10) (MCI B1)

HF24 Maintain activities to meet requirements (E13) (MCI A1)

HD16 Develop teams and individuals to enhance performance (E08)(MCI C10)

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Manage activities to meet requirements

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Relevant occupations	Public Services; Public Service and Other Associate Professionals
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