

Maintain activities to meet requirements

Overview

As this standard applies across a range of working contexts within the fire and rescue service, the following guidelines apply at element level:

Maintain work activities to meet requirements

This element concerns your ability to manage your day to day work activities to ensure that deadlines and work objectives are consistently met. This includes ensuring that you agree objectives on a daily and weekly basis and monitor progress, resolving any problems which arise.

Maintain healthy, safe and productive working conditions

This element concerns your ability to ensure that all health, safety and security measures are consistently maintained in the workplace. It includes ensuring that working conditions conform to your organisational and legal requirements and that health and safety matters are actioned.

Make recommendations for improvements to work activities

This element is about your ability to encourage and support suggestions for improvement to working practices, systems and to personal and organisational performance. This includes written and verbal recommendations to others throughout your organisation

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Performance criteria

You must be able to:

Maintain work activities to meet requirements

1. agree requirements with others in sufficient detail to allow work to be planned
2. explain requirements to others in sufficient detail and at an appropriate level and pace
3. confirm with others their understanding of, and commitment to, meeting requirements
4. monitor the work your team at agreed intervals
5. ensure the monitoring of your team's work complies with your organisation's procedures
6. ensure the work under your control meets agreed requirements
7. take corrective action when products, services and processes do not meet agreed requirements
8. maintain records in line with your organisation's procedures
9. provide opportunities for others to make recommendations for improving work activities

Maintain healthy, safe and productive working conditions

10. inform others about their legal and organisational responsibilities for maintaining a safe working environment
11. give sufficient support to others to ensure they are able to work in a safe way
12. give opportunities to others to make recommendations for improving working conditions
13. ensure that working conditions under your control conform to organisational and legal requirements
14. ensure that working conditions under your control are as conducive to the work activity as possible within organisational constraints
15. respond to health and safety matters in ways which are prompt and consistent with organisational and legal requirements
16. make recommendations for improving working conditions clearly and promptly to others
17. maintain records relating to health and safety that comply with organisational and legal requirements

Make recommendations for improvements to work activities

18. make recommendations for improvement to activities based on sufficient, valid and reliable information
19. ensure your recommendations for improvement are consistent with the objectives of your team and your organisation
20. ensure your recommendations take into account the impact of introducing changes on other parts of your organisation

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21. present your recommendations in a manner and form consistent with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

Health and Safety

1. the importance of health and safety at work and your role and responsibility in relation to this
2. the organisational and legal requirements for maintaining a healthy, safe and productive work environment
3. the types of support it may be necessary to provide on health and safety issues and how to provide such support
4. how to monitor work conditions to ensure they meet health and safety requirements

Organisational

5. the records which need to be completed and how this should be done
6. the procedures to follow in order to recommend improvements in working conditions
7. the records which need to be kept and the organisational and legislative requirements for doing so

Personal and interpersonal

8. the differences between internal and external relationships
9. how to communicate effectively with others
10. how to encourage and enable team members, colleagues and line managers to help improve efficiency

Technical

11. how to identify the requirements of others to a level of detail sufficient for planning work
12. the importance of a focus on the requirements of others and quality issues, and your role and responsibilities in relation to this
13. how to monitor work activities and take corrective action to ensure requirements are being met
14. the principles of planning work activities, setting objectives and priorities to ensure requirements are met efficiently
15. how to assess current working conditions and identify possible areas for improvement
16. how to assess current working practices and identify possible areas for improvement
17. how to identify the implications of change for other parts of your organisation
18. the importance of continuous improvement in the management of activities

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and your responsibilities in relation to this

Glossary

These definitions are provided to explain how key words and concepts are used in this unit.

Activities

Actions, processes, operations or services in the workplace which must be carried out in order to achieve objectives

Allocating work

Giving teams and individuals responsibility for tasks which should achieve agreed work objectives

Confidentiality

Only providing information to those who are authorised to have it

Corrective action

Altering activities, modifying the use of resources or re-negotiating the allocation of resources in response to deviations from plans

Feedback on performance

Information you give to team members on how well they are performing against the objectives which have been agreed

Improvements

Changes to work conditions or practices designed to improve efficiency or effectiveness

Monitoring

Keeping a close eye on how resources are being used and comparing this with budgets and other plans

Objectives

Clearly defined results which you need to achieve which are specific, measurable, agreed with others, realistic and time-bound

Organisational Constraints

Your organisation's policies, objectives and level of resources, which limit your freedom to take decisions and action

Others

Team members, colleagues working at the same level as yourself, higher-level managers, specialists, person(s), organisation(s), department(s), either inside or outside your organisation for whom you are providing services or products team, relevant others, sponsors and people outside your organisation

Plans

Documents or spoken agreements, which describe the work to be carried out, when, by whom, to what standard and with what resources, in order that requirements and objectives can be met

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Records

An organisational reporting mechanism

Requirements

The outputs of work agreed with customers, specified in terms of quality, quantity, delivery and health and safety

Schedules

Documents showing the work to be done, when and, sometimes, by whom

Team members

People who work with you as part of a functional or project team; team members may report to you either as their line manager or as the manager in charge of a specific project or activity on which they are working

Working conditions

The circumstances in which you and your team work; these include the physical environments, equipment, materials and working procedures

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Developed by	Skills for Justice
Version Number	3
Date Approved	December 2014
Indicative Review Date	December 2019
Validity	Current
Status	Original
Originating Organisation	Management Standards Centre
Original URN	MSC A1
Relevant Occupations	Fire and Rescue Watch Managers
Suite	Watch Management
Keywords	Personal, development, skills, working relationships