

SFJPE1.4

Contribute to the evaluation of the effectiveness of the operational delivery business process



Overview

This standard concerns evaluating the effectiveness of new and existing business processes. You need to evaluate those elements of the business processes that lie within your area of responsibility and identify areas that may be affected including unintentional effects. You need to report tensions affecting your specialism.

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Performance criteria

You must be able to:

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 obtain and collate relevant and accurate information relating to your own specialism
- P5 evaluate elements of the proposed process against agreed objectives
- P6 identify and report tensions affecting your specialism
- P7 identify other areas that may be affected including unintended effects of the process
- P8 meet the requirements of the timescale

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the legal requirements for health and safety
- K3 your organisation's health and safety requirements
- K4 how existing legislation applies to your own specialism
- K5 the aims and objectives of existing legislation in other relevant specialisms
- K6 how the process is intended to deliver the policy objectives
- K7 the strategic context in which the business operates
- K8 the scope and rationale for change
- K9 the resource implications for the business process
- K10 the aims of the relevant business processes and systems and how they operate in practice
- K11 the evaluation success criteria
- K12 the role and responsibilities of relevant stakeholders

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are: *f*

1. evaluating: new processes; existing processes *f*
2. business area: systems; process; process-related documentation; guidance *f*
3. forms: paper; electronic

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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	NOS for Operational Delivery Processing roles
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Key words	Operational Delivery, Processing, elements of business processes, unintentional effects, report tensions
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