

SFJPK1.5

Review and maintain work in a business environment



Overview

This standard is about supporting sustainability, respecting diversity, maintaining security and confidentiality and assessing and managing risk.

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Performance criteria

You must be able to:

Support sustainability

- P1 keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
- P2 follow procedures for the maintenance of equipment
- P3 continuously review working methods, including the use of technology, and identify and progress ways of improving efficiency
- P4 choose sources of equipment and materials that provide best value for money
- P5 support colleagues to maximise their performance and their value to the organisation

Support diversity

You must be able to:

- P6 interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
- P7 learn from other people and use this to improve the way you work and interact with others
- P8 follow organisational procedures and legislation in regard to anti-discrimination

Maintain security and confidentiality

You must be able to:

- P9 maintain the security of property in a way that is consistent with organisational procedures and legal requirements
- P10 maintain the security and confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
- P11 report any concerns about security and confidentiality to an appropriate person or agency

Assess and manage risk

You must be able to:

- P12 identify and agree possible sources of risk
- P13 assess and confirm the level of risk
- P14 put in place ways of minimising the risk
- P15 monitor risk
- P16 be alert to new risks and manage these when they occur
- P17 Review and learn from your experience of assessing and managing risk

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Knowledge and understanding

You need to know and understand:

Support sustainability

- K1 the purpose and benefits of minimising waste in the workplace
- K2 the main causes of waste in a business administration environment and how to minimise this waste
- K3 why recycling is important and your organisation's procedures for recycling
- K4 the correct procedures for the disposal of hazardous materials and why it is important to follow these
- K5 how regular maintenance of equipment can help to minimise waste
- K6 how to use technology and other methods to work more efficiently
- K7 how to select sources of materials and equipment that provide best value for money

Support diversity

You need to know and understand:

- K8 the purpose and benefits of helping develop and support your colleagues so that they can work effectively and efficiently and the benefits to your organisation
- K9 what is meant by 'diversity' and why diversity should be valued
- K10 what advantages diversity can bring to an organisation
- K11 how to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- K12 ways in which you can learn from others

Sustain security and confidentiality

You need to know and understand:

- K13 the purpose and benefits of maintaining security and confidentiality
- K14 the legal and organisational requirements in relation to security and confidentiality
- K15 the procedures you should follow if you have concerns about security and confidentiality

Assess and manage risk

You need to know and understand:

- K16 the sources of risk in the work that you do, including health and safety
- K17 how to assess and monitor risk
- K18 the methods you can use to minimise risk
- K19 the purpose and value of learning from mistakes

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Additional Information

Skills

Communicating
Interpersonal skills
Monitoring
Planning
Problem solving
Reading
Team working

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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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