

Allocate and check work in your team

Overview

This standard covers the competences you need to allocate and check work in your team in accordance with approved procedures and practices.

You will be required to demonstrate that you can plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources in accordance with approved procedures and practices.

This activity is likely to be undertaken by someone whose work role involves Weapons, Ordnance, Munitions or Explosives work activities. This includes people working as procurement managers and supervisors in maintenance, storage and transport.

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Performance criteria

- You must be able to:*
- P1 confirm the work required of the team with your manager and seek clarification where necessary on any outstanding points and issues
 - P2 plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources
 - P3 allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development
 - P4 brief team members on the work they have been allocated and the standard or level of expected performance
 - P5 encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated
 - P6 check the progress and quality of the work of team members on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback
 - P7 support team members in identifying and dealing with problems and unforeseen events
 - P8 motivate team members to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion
 - P9 monitor the team for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively
 - P10 identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members
 - P11 recognize successful completion of significant pieces of work or work activities by team members and the overall team and advise your manager
 - P12 use information collected on the performance of team members in any formal appraisal of performance

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Knowledge and understanding

- You need to know and understand:*
- K1 different ways of communicating effectively with members of a team
 - K2 the importance of confirming/clarifying the work required of the team with your manager and how to do this effectively
 - K3 how to plan the work of a team including how to identify any priorities or critical activities and the available resources
 - K4 how to identify and take due account of health and safety issues in the planning, allocation and checking of work
 - K5 why it is important to allocate work across the team on a fair basis and how to do so
 - K6 why it is important to brief team members on the work they have been allocated and the standard or level of expected performance and how to do so
 - K7 ways of encouraging team members to ask questions and/or seek clarification and make suggestions in relation to the work which they have been allocated
 - K8 effective ways of regularly and fairly checking the progress and quality of the work of team members
 - K9 how to provide prompt and constructive feedback to team members
 - K10 how to select and apply a limited range of different methods for motivating, supporting and encouraging team members to complete the work they have been allocated, improve their performance and for recognizing their achievements
 - K11 the additional support and/or resources which team members might require to help them complete their work and how to assist in providing this
 - K12 why it is important to monitor the team for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively
 - K11 why it is important to identify unacceptable or poor performance by members of the team and how to discuss the cause(s) and agree ways of improving performance with team members
 - K12 the type of problems and unforeseen events that may occur and how to support team members in dealing with them
 - K13 how to log information on the ongoing performance of team members and use this information for performance appraisal purposes
 - K14 industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work
 - K15 industry/sector requirements for the development or maintenance of knowledge, understanding and skills
 - K16 the members, purpose and objectives of your team
 - K17 the work required of your team
 - K18 the available resources for undertaking the required

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work

K19 the organization's written health and safety policy statement and associated information and requirements

K20 your team's plan for undertaking the required work

K21 the skills, knowledge and understanding, experience and workloads of team members

K22 your organisation's

K23 reporting lines in the organization and the limits of your authority

K24 organizational standards or levels of expected performance

K25 organizational policies and procedures for dealing with poor performance

K26 organizational grievance and disciplinary policies and procedures

K27 organizational performance appraisal systems

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Scope/range

1. You make time available to support others
2. You clearly agree what is expected of others and hold them to account
3. You prioritize objectives and plan work to make best use of time and resources
4. You state your own position and views clearly and confidently in conflict situations
5. You show integrity, fairness and consistency in decision-making
6. You seek to understand people's needs and motivations
7. You take pride in delivering high quality work
8. You take personal responsibility for making things happen
9. You encourage and support others to make the best use of their abilities
10. You are vigilant for possible hazards and risks

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