NOS PSSPO112 Lead teams of operatives

Unit PSSPO112.2 Allocate and check work in your team (SQA Unit Code H78V 04)

Performance Criteria

You must be able to

Allocate and check work in your team

1. confirm the work required of the team with own manager and seek clarification, where necessary, on any outstanding points and issues
2. plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources
3. 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
4. brief team members on the work that they have been allocated and the standard or level of expected performance
5. encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated
6. 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
7. support team members in identifying and dealing with problems and unforeseen events
8. motivate team members to complete the work that they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion
9. monitor the team for conflict, identifying the cause(s) when it occurs and deal with it effectively
10. identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members
11. recognise successful completion of significant pieces work or work activities by team members and the overall team and advise your manager
12. use information collected on the performance of team members in any formal appraisal of performance

Knowledge and understanding

You need to know and understand

1. the importance of confirming/clarifying the work required of the team with own manager and how to do this effectively
2. how to plan the work of a team, including how to identify any priorities or critical activities and the available resources
3. how to identify and take due account of health and safety issues in the planning, allocation and checking of work
4. why it is important to allocate work across the team on a fair basis and how to do so
5. why it is important to brief team members on the work that they have been allocated and the standard or level of expected performance required

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6. 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
7. effective ways of regularly and fairly checking the progress and quality of the work of team members
8. how to provide prompt and constructive feedback to team members
9. how to select and apply a limited range of different methods of motivating, supporting and encouraging team members to complete the work they have been allocated, improve their performance and for recognising their achievements
10. the additional support and/or resources which team members might require to help them complete their work and how to assist in providing this
11. why it is important to monitor the team for conflict and how to identify the causes of conflict when it occurs and deal with it effectively
12. 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
13. the type of problems and unforeseen events that may occur and how to support team members in dealing with them
14. how to log information on the on-going performance of team members and using this information for performance appraisal purposes
15. the port specific legislation, regulations, guidelines, and codes of practice relating to carrying out work
16. the port industry requirements for the development or maintenance of knowledge, understanding and skills
17. the work required of the team
18. the available resources for undertaking the required work
19. the organisation's written health and safety policy statement and associated information and requirements
20. the team's plan for undertaking the required work
21. the skills, knowledge and understanding, experience and workloads of team members
22. the organisation's policy in terms of personal development
23. organisational standards or levels of expected performance
24. organisational policies and procedures for dealing with poor performance
25. organisational grievance and disciplinary policies and procedures
26. organisational performance appraisal systems