

402 Work within your business environment

Summary

Work effectively within your organisation, supporting its purpose and values, applying employment rights and responsibilities, supporting sustainability, respecting diversity, protecting security and confidentiality and managing risk.

You will apply the following skills:

- Planning
- Reading
- Communicating
- Monitoring
- Interpersonal skills
- Problem solving
- Team working

Performance Indicators

You will:

Work to achieve your organisation's purpose and values

1. Work in a way that supports your organisation's overall mission and your team's objectives
2. Implement the policies, systems and procedures that are relevant to your role
3. Put your organisation's values into practice in all aspects of your work
4. Work with outside organisations and individuals in a way that protects and improves the image of your organisation
5. Improve objectives, policies, systems, procedures and values in a way that is consistent with your job role

Apply your employment responsibilities and rights

6. Access information about your employment rights and responsibilities
7. Carry out your responsibilities to your employer in a way that is consistent with your contract of employment
8. Assert your employment rights
9. Seek guidance when you are unsure about your employment responsibilities and rights

Support sustainability

10. Establish and maintain procedures to minimise waste, recycle materials and correctly dispose of hazardous materials
11. Establish and maintain procedures for the maintenance of equipment
12. Involve all stakeholders in continuously improving working methods and the use of technology to ensure efficiency in the work environment
13. Choose sources of equipment, materials and expertise that provide best value for money and reflect social responsibility in the medium and long term
14. Establish and maintain procedures to develop colleagues so that they can maximise their performance and their value to the organisation in the short, medium and long term

Support diversity

15. Establish and maintain a working environment that values diversity and makes best use of the talents of all those working for and with the organisation
16. Use words and actions that show you value diversity amongst your colleagues, customers and stakeholders
17. Interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
18. Uphold the rights of people who are different from yourself
19. Learn from other people who are different from yourself and use this to improve the way you work and interact with others
20. Follow your organisation's procedures and legal requirements in relation to discrimination legislation

Maintain security and confidentiality

- 21.** Maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements
- 22.** Maintain the confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
- 23.** Deal with any concerns about the security of property and confidentiality of information

Assess and manage risk

- 24.** Identify possible sources of risk
- 25.** Assess the level of risk
- 26.** Make judgements on acceptable risks
- 27.** Put in place ways of minimising and monitoring risk
- 28.** Be alert to new risks and be able to manage these when they occur
- 29.** Review and learn from your experience of assessing and managing risk

Knowledge

You will know:

- 1.** The sector in which your organisation operates
- 2.** Your organisation's mission and purpose
- 3.** The main characteristics of your organisation and how it compares to other organisations in its sector
- 4.** Your main responsibilities at work
- 5.** How your role fits into your organisation's structure and contributes to its operation
- 6.** The policies, procedures, systems and values of your organisation that are relevant to your job
- 7.** How to implement your organisation's values and policies
- 8.** How you can improve policies, objectives, systems and values in a way that is consistent with your job role
- 9.** Which aspects of employment are covered by law
- 10.** Any industry-specific legislation and regulations that are relevant to your job role
- 11.** Why legislation is important in upholding and protecting the rights of both employer and employee
- 12.** The main terms and conditions of your contract of employment
- 13.** Who you should contact if you have a grievance at work or need guidance and support on an employment issue
- 14.** What you should do if you witness or experience discrimination or bullying at work
- 15.** What procedures you should follow if you are ill or need time off from work
- 16.** The types of information that are recorded in personnel records, why these are needed and what to do if you need to report changes to this information
- 17.** Why it is important to minimise waste in the workplace and the impact this has on organisational performance
- 18.** The main causes of waste in a business administration environment and what procedures can be put in place to minimise these
- 19.** The social and legal requirements for recycling and disposal of waste and the procedures that should be in place to support these
- 20.** How regular maintenance of equipment can help to minimise waste and the procedures you should put in place to ensure this happens
- 21.** How to engage all stakeholders in continuously improving working methods and the use of technology to achieve maximum efficiency
- 22.** How to select sources of materials, equipment and expertise that provide best value for money, particularly over the medium and long term
- 23.** The importance of considering issues of social responsibility when selecting suppliers

- 24.** Why it is important to help develop and support your colleagues so that they can work effectively and efficiently and how this will benefit your organisation in the short, medium and long term
- 25.** The procedures you should put in place to ensure that people are developed and supported in their current work role and for future new responsibilities
- 26.** What is meant by 'diversity' and why it should be valued
- 27.** What advantages diversity can bring to an organisation
- 28.** How to ensure the working environment is supportive of diversity and makes best use of the talents of all those involved
- 29.** How to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- 30.** The ways in which you can uphold the rights of others
- 31.** The ways in which you could learn from others
- 32.** The importance of maintaining security and confidentiality
- 33.** The legal and organisational requirements in relation to security and confidentiality
- 34.** The procedures you should follow if you have concerns about security and confidentiality
- 35.** The sources of risk in the work that you do
- 36.** How to assess and monitor risk
- 37.** How to judge when a risk is acceptable
- 38.** The methods you can use to minimise risk
- 39.** The importance of learning from mistakes