J6X4 04 - Collaborate and provide support in a business environment

Overview

This standard is about collaborating and providing support in a business environment. It covers working collaboratively with other members of staff to achieve the organisational goals and objectives. It includes supporting team members, sharing work goals, objectives, seeking feedback and working in a way that recognises the strengths or weaknesses of your colleagues and other members of staff, whilst also presenting and promoting a professional image of your organisation. This standard is also addressing planning, solving and evaluating business problems.

It is for professionals in business administration roles who collaborate and provide support in a business environment.

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Performance criteria

You must be able to:

1. work in a way that supports your organisation's mission and your team's objectives
2. put your organisation's values into your working practices
3. welcome opportunities to work with other colleagues to achieve set outcomes
4. follow organisational policies and procedures relevant to your job
5. work with your colleagues and other members of staff to maintain a professional image of your organisation
6. share work goals and plan work objectives with your colleagues and other members of staff
7. seek guidance from colleagues and other members of staff, when required
8. contribute to improving organisational objectives, policies, procedures and values
9. work with external organisations and stakeholders in a way that promotes a professional image of your organisation
10. provide support to other team members as appropriate
11. work in a way that recognises the strengths or weaknesses of your colleagues and members of staff
12. communicate with colleagues, other members of staff and stakeholders
13. refer problems and disagreements to an appropriate member of staff
14. recognise when a business problem exists
15. analyse the business problem, collating additional information as necessary
16. discuss the business problem with colleagues or senior members of staff
17. agree an approach to solve the business problem
18. seek feedback from colleagues and other members of staff to improve own work
19. share feedback for identification of improvements or on the achievement of objectives

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Knowledge and understanding

You need to know and understand:

1. the remit of your role and your responsibilities at work
2. how to work in a way that supports your organisation's overall mission and your team's objectives
3. how your role fits into the organisation's structure and contributes to its operations
4. how to work with colleagues and other members of staff to achieve set outcomes
5. the purpose of working with colleagues and other members of staff to achieve goals and objectives
6. the policies, procedures and values of the organisation that are relevant to own job role
7. how to put your organisation's values into your working practice
8. who to consult about organisational policies, objectives and values
9. why working with colleagues and other members of staff can achieve set outcomes
10. the purpose of sharing work goals and plans when working with colleagues and other members of staff
11. how to contribute to improving objectives, policies, procedures and values
12. the methods of communication with colleagues, other members of staff and stakeholders
13. how to recognise when a business problem exists
14. the methods of analysis of a business problem and additional information to support it
15. the resources needed to solve business problems
16. how to work in a way that recognises the strengths or weaknesses of colleagues and other members of staff
17. how to work with external organisations and stakeholders in a way that promotes a professional image of your organisation
18. the types of issues and disagreements that can occur when working with others and how to resolve them
19. the purpose of giving and receiving constructive feedback
20. how to make use of feedback to improve your work and the work of your colleagues and other members of staff

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Skills

1. communicating
2. managing time
3. negotiating
4. planning
5. problem solving
6. resolving disagreement
7. team working
8. working with others

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