

## S402 : Manage work in a business environment

**Overview:** Manage and take responsibility for working effectively within your organisation, supporting its purpose and values; sustainability; respecting diversity; protecting security and confidentiality; and, managing risk.

**Links:** All categories

**Specific skills:**

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

### Performance Indicators

#### Work to achieve your organisation's purpose and values

1. Work in a way that supports own organisation's overall mission and team's objectives
2. Implement 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

#### Support sustainability

6. Establish and maintain procedures to minimise waste, recycle materials and correctly dispose of hazardous materials
7. Establish and maintain procedures for the maintenance of equipment
8. Involve all stakeholders in continuously improving working methods and the use of technology to ensure efficiency in the work environment
9. Choose sources of equipment, materials and expertise that provide the best value for money and reflect social responsibility in the medium and long term
10. 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

11. 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
12. Use words and actions that show you value diversity among your colleagues, customers and stakeholders
13. Interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
14. Uphold the rights of people who are different from you

### Knowledge & Understanding

#### Work to achieve your organisation's purpose and values

- A. The sector in which your organisation operates
- B. Your organisation's mission and purpose
- C. The main characteristics of your organisation and how it compares to other organisations in its sector
- D. Your main responsibilities at work
- E. How your role fits into your organisation's structure and contributes to its operation
- F. The policies, procedures, systems and values of your organisation that are relevant to your job
- G. How to implement your organisation's values and policies
- H. How you can improve policies, objectives, systems and values in a way that is consistent with your job role

#### Support sustainability

- I. The purpose and benefits of minimising waste in the workplace and the impact this has on organisational performance
- J. The main causes of waste in a business administration environment and what procedures can be put in place to minimise these
- K. The social and legal requirements for recycling and disposal of waste and the procedures that should be in place to support these
- L. How regular maintenance of equipment can help to minimise waste and the procedures you should put in place to ensure this happens
- M. How to engage all stakeholders in continuously improving working methods and the use of technology to achieve maximum efficiency
- N. How to select sources of materials, equipment and expertise that provide the best value for money, particularly over the medium and long term
- O. The purpose and benefits of considering issues of social responsibility when selecting suppliers
- P. The purpose and benefits of helping to 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
- Q. The procedures you should put in place to ensure

15. Learn from other people who are different from yourself and use this to improve the way you work and interact with others
16. Follow your organisation's procedures and legal requirements in relation to discrimination legislation

**Maintain security and confidentiality**

17. Maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements
18. Maintain the confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
19. Deal with any concerns about the security of property and confidentiality of information

**Assess and manage risk**

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

that people are developed and supported in their current work role and for future new responsibilities

**Support diversity**

- R. What is meant by diversity and why it should be valued
- S. What advantages diversity can bring to an organisation
- T. How to ensure the working environment is supportive of diversity and makes best use of the talents of all those involved
- U. How to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- V. The ways in which you can uphold the rights of others
- W. The ways in which you could learn from others

**Maintain security and confidentiality**

- X. The purpose and benefits of maintaining security and confidentiality
- Y. The legal and organisational requirements in relation to security and confidentiality
- Z. The procedures you should follow if you have concerns about security and confidentiality

**Assess and manage risk**

- AA. The sources of risk in the work that you do
- BB. How to assess and monitor risk
- CC. How to judge when a risk is acceptable
- DD. The methods you can use to minimise risk
- EE. The importance of learning from mistakes