

## S408 Prepare, co-ordinate and monitor operational plans

**Overview:** Prepare, co-ordinate, implement and monitor operational plans in line with organisational policies and procedures and legal requirements.

**Links:** Business Support Services; Work Responsibilities

**Specific skills:**

- Analysing
- Checking
- Communicating
- Monitoring
- Negotiating
- Planning
- Prioritising
- Reviewing

### Performance Indicators

1. Prepare plans to co-ordinate relevant operations
2. Prioritise and agree required outcomes
3. Identify risks and contingencies
4. Specify the actions and resources needed to achieve agreed outcomes
5. Define a schedule for achieving outcomes
6. Make sure plans are in line with organisational priorities, objectives and constraints
7. Provide clear and relevant information to all who need it
8. Negotiate and agree changes to plans when necessary
9. Review and update plans to show changes in the working environment or objectives
10. Negotiate roles and responsibilities for implementing operational plans
11. Check that relevant people understand their roles and responsibilities within the operational plans
12. Negotiate work methods and activities to deliver operational plans
13. Make sure best use is made of available resources
14. Make sure the implementation of plans is in line with organisational policies and procedures and legal requirements
15. Communicate changes in plans which affect work methods and activities promptly and accurately to those affected
16. Obtain sufficient, valid and relevant information to monitor operations against plans
17. Make sure operations are co-ordinated as planned
18. Negotiate prompt and corrective actions if operations are not in line with plans
19. Identify opportunities to improve operations and introduce improvements appropriately

### Knowledge & Understanding

- A. The purpose of having limits of authority when preparing and co-ordinating operational plans
- B. The purpose and benefits of co-ordinating these operations
- C. Who to negotiate and agree plans with
- D. The organisation's relevant priorities, objectives and constraints
- E. How to identify risks and contingencies when planning operations
- F. The purpose of negotiating and agreeing operational plans, and how to do so
- G. The benefits of clear communication when planning and co-ordinating operations
- H. The possible effect of legal and regulatory requirements on operational plans
- I. The effect on operational plans of organisational policies and procedures related to work methods and activities
- J. The range of planning techniques and tools available
- K. How to identify and prioritise outcomes for operational plans
- L. How to identify the actions and resources needed to achieve the agreed outcomes of operational plans
- M. The purpose and benefits of having realistic schedules for operational plans
- N. The purpose and benefits of reviewing operational plans
- O. How to identify and negotiate roles and responsibilities when implementing operational plans
- P. The range of work methods and activities available to deliver operational outcomes
- Q. The benefits of making best use of resources
- R. How to obtain valid and relevant information to monitor operations accurately
- S. The benefits of continuously seeking opportunities for improvements