

ASTLRA1

Maintain activities to meet requirements



Overview

This unit comes from the Management National Occupational Standards. The unit is about ensuring that the activities for which you are responsible meet the requirements of your organisation and your customers. This involves agreeing, planning and monitoring work activities, maintaining suitable work conditions and continuously looking for ways to improve work activities.

ASTLRA1

Maintain activities to meet requirements

Performance criteria

You must be able to:

Maintain work activities to meet requirements

- P1 agree **requirements** with customers in sufficient detail to allow work to be planned
- P2 explain requirements to **relevant people** in sufficient detail and at an appropriate level and pace
- P3 confirm with **relevant people** their understanding of, and commitment to, meeting requirements
- P4 monitor your team's work at appropriate intervals , complying with your organisation's procedures
- P5 ensure that the work under your control normally meets agreed requirements
- P6 take prompt and effective action when products, services and processes do not meet agreed requirements
- P7 keep accurate and complete records relating to the work under your control, in line with organisational procedures
- P8 give opportunities to **relevant people** to make recommendations for improving work activities

Maintain healthy, safe and productive working conditions

You must be able to:

- P9 inform **relevant people** about their legal and organisational responsibilities for maintaining healthy, safe and productive **working conditions**
- P10 give sufficient support to relevant people to ensure that they are able to work in a healthy, safe and productive way
- P11 give opportunities to **relevant people** to make recommendations for improving working conditions
- P12 ensure that working conditions under your control conform to organisational and legal requirements
- P13 ensure that **working conditions** under your control are as conducive to the work activity as possible within organisational constraints
- P14 respond to breaches in health and safety requirements in ways which are prompt and consistent with organisational and legal requirements
- P15 make recommendations for improving **working conditions** clearly and promptly to relevant people
- P16 keep records relating to health and safety and working conditions which are complete, accurate and comply with organisational and legal requirements

Make recommendations for improvements to work activities

You must be able to:

- P17 provide opportunities for **relevant people** to suggest ways of improving

ASTLRA1

Maintain activities to meet requirements

activities

- P18 ensure that your recommendations for improvements to activities are based on sufficient, valid and reliable information
- P19 ensure that your recommendations for improvements to activities are consistent with the objectives of your team and your organisation
- P20 take into account the impact of introducing changes on other parts of your organisation
- P21 make recommendations promptly to **the relevant people**
- P22 present your recommendations in a manner and form consistent with your organisation's procedures

ASTLRA1

Maintain activities to meet requirements

Knowledge and understanding

You need to know and understand:

Maintain work activities to meet requirements

- K1 how to communicate effectively with team members, colleagues, line managers and people outside your organisation
- K2 the importance of a focus on customer requirements and quality issues, and your role and responsibilities in relation to this
- K3 the differences between internal and external customers
- K4 how to identify customer requirements to a level of detail sufficient for planning work
- K5 how to encourage and enable team members, colleagues and line managers to help improve efficiency
- K6 how to monitor work activities and take corrective action to ensure that requirements are being met
- K7 the records which need to be completed and how this should be done
- K8 the principles of planning work activities, setting objectives and priorities to ensure requirements are met efficiently

Maintain healthy, safe and productive working conditions

You need to know and understand:

- K9 how to assess current working conditions and identify possible areas for improvement
- K10 how to communicate effectively with team members, colleagues, line managers and people outside your organisation
- K11 the importance of health and safety at work and your role and responsibility in relation to this
- K12 the organisational and legal requirements for maintaining a healthy, safe and productive work environment
- K13 the types of support it may be necessary to provide and health and safety issues and how to provide such support
- K14 how to monitor work conditions to ensure that they meet health and safety requirements
- K15 how to respond to contradictions between health and safety requirements and organisational demands and constraints
- K16 the procedures to follow in order to recommend improvements in working conditions
- K17 the records which need to be kept and the organisational and legislative requirements for doing so
- K18 the types of work conditions which are most conducive to productive work

Make recommendations for improvements to work activities

You need to know and understand:

- K19 how to assess current working practices and identify possible areas for

ASTLRA1

Maintain activities to meet requirements

- improvement
- K20 how to identify the implications of change for other parts of your organisation
- K21 how to communicate effectively with team members, colleagues, line managers and people outside your organisation
- K22 how to present and argue a case for change most effectively
- K23 the importance of continuous improvement in the management of activities and your responsibilities in relation to this
- K24 the procedures to follow in order to recommend improvements in working practices

ASTLRA1

Maintain activities to meet requirements

Additional Information

Scope/range

Maintain work activities to meet requirements

- 1 agreeing the following types of **requirements**:
 - 1.1 quality
 - 1.2 quantity
 - 1.3 delivery
 - 1.4 health and safety
- 2 agreeing requirements with the following types of **customer**:
 - 2.1 internal
 - 2.2 external
- 3 explaining work activities and providing opportunities for making recommendations to the following
 - 3.1 team members
 - 3.2 colleagues working at your level
 - 3.3 higher-level managers or sponsors
 - 3.4 people outside your organisation

Maintain healthy, safe and productive working conditions

- 4 providing information, support and recommendations to the following types of **relevant people**:
 - 4.1 team members
 - 4.2 colleagues working at your level
 - 4.3 higher-level managers or sponsors
 - 4.4 people outside your organisation
- 5 maintaining all of the following types of **working conditions**:
 - 5.1 physical environment
 - 5.2 equipment
 - 5.3 materials
 - 5.4 working procedures

Make recommendations for improvements to work activities

- 6 providing opportunities for suggestions and making recommendations to the following types of
 - 6.1 team members
 - 6.2 colleagues working at your level
 - 6.3 higher-level managers or sponsors
 - 6.4 people outside your organisation

ASTLRA1

Maintain activities to meet requirements

Developed by Asset Skills

Version number 1

Date approved

Indicative review date

Validity Current

Status Original

Originating organisation MSC

Original URN LRA1

Relevant occupations Professional Occupations; Construction, planning and the built env; Building and construction; Architects, Town Planners and Surveyors

Suite Land Registration

Key words meeting managerial requirements, planning, monitoring
