

# ASTLRR2.1

## Maintain effective working



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### Overview

This unit describes the competences in managing your own work required by all staff working in land registration.

The first element covers the establishment and maintenance of working relationships with team members and other colleagues. The second element describes the competences required to manage personal workloads.

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### Performance criteria

#### Establish and maintain effective working relationships with colleagues

*You must be able to:*

- P1 establish and maintain effective working relationships with **colleagues**
- P2 treat colleagues and others with respect and consideration
- P3 carry out activities requiring co-operation with others in accordance with organisational procedures and legal requirements
- P4 seek constructive solutions to disagreements within the workplace
- P5 contribute ideas and views to **team meetings**
- P6 give advice to colleagues in a manner which is constructive and supportive providing clarification to where this is requested
- P7 communicate with others in a way which promotes effective working relationships

#### Manage your own workload

*You must be able to:*

- P8 maintain the conditions required for safe and productive working
- P9 prioritise applications casework in terms of personal and organisational objectives
- P10 **plan and schedule** work to meet personal and organisational objectives
- P11 reschedule work in response to changing priorities
- P12 take account of the implications of organisational change for your work
- P13 work with colleagues to implement change with minimal adverse impact
- P14 carry out all work in line with legal and organisational requirements
- P15 carry out quality checks on your work in line with organisational quality assurance procedures
- P16 take appropriate **action in the event of systems failures**

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### Knowledge and understanding

### Establish and maintain effective working relationships with colleagues

*You need to know and understand:*

- K1 Working with others
  - K1.1 the reasons why good working relationships are important
  - K1.2 how to deal with disagreements within the workplace
  - K1.3 the importance of being constructive and supportive when giving advice

### Manage your own workload

*You need to know and understand:*

- K2 Organisational context
  - K2.1 the implications of organisational objectives for your work
  - K2.2 the reasons for, and implications of, organisational change
- K3 Managing your own work
  - K3.1 how to manage the impacts of change
  - K3.2 actions to take in event of systems failures including contingency procedures
- K4 Health and safety
  - K4.1 the conditions required for safe and productive working
  - K4.2 your own responsibilities under Health and Safety legislation and organisational policy
- K5 Quality assurance
  - K5.1 the checks required by organisational quality assurance procedures

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### Additional Information

#### Scope/range

#### Establish and maintain effective working relationships with colleagues

This section describes the contexts in which you must be able to demonstrate competent performance.

- 1 establishing and maintaining effective working relationships with the following types of **colleagues**:
  - 1.1 team members
  - 1.2 supervisors and managers
  - 1.3 persons external to the team
- 2 contributing to both of the following types of team **meetings**:
  - 2.1 formal
  - 2.2 informal
- 3 giving **advice** in the form of:
  - 3.1 information
  - 3.2 suggested options for action
  - 3.3 help in reaching decisions

#### Manage your own workload

This section describes the contexts in which you must be able to demonstrate competent performance.

- 4 **plan and schedule** work taking the following into account:
  - 4.1 work objectives
  - 4.2 resources
  - 4.3 conflicting demands on time and resources
- 5 taking the following types of appropriate **action in the event of systems failures**
  - 5.1 referral of the problem to line manager
  - 5.2 logging the problem with IT section
  - 5.3 re-prioritising of work
  - 5.4 following agreed contingency procedures

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**Suite** Land Registration

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