
Overview

This standard is about providing leadership to members of your team/department in accordance with approved procedures. You will be expected to motivate and support them to achieve the objectives of the team/department and to encourage them to achieve their personal objectives. You will be expected to present records and details of your work to the appropriate people.

Successful businesses rely on strong teamwork at all levels of the organisation. Being able to motivate staff to work together to achieve the key objective of the team/department is an essential part of being a successful team leader/manager

You will be required to plan the work of your team, and to set and agree individual objectives. You will help them solve technical problems, monitor their progress against the objectives you set, and provide feedback and guidance for improvements in their performance. You will be expected to work to verbal/written instructions and standard operating procedures, with a minimum of supervision, taking personal responsibility for your own actions and for the quality and accuracy of the work that you and your team carry out.

Your underpinning knowledge will be sufficient to provide a sound basis for your work, and will enable you to adopt an informed approach to team building/leading procedures. You will have an understanding of the leadership skills used, in adequate depth to provide a sound background for carrying out the activities to the required specification.

Who is this standard for

This standard is for senior technicians who have assumed some line management responsibility.

**Performance
criteria**

- You must be able to:
- P1 ensure that your work is carried out in accordance with workplace procedures to protect yourself and others
 - P2 set out and positively communicate the purpose and objectives of your team/department
 - P3 involve team members in planning how your team/department will achieve its objectives
 - P4 ensure that each member of your team/department has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives
 - P5 encourage and support your team/department members to achieve their personal work objectives and those of the team, and provide recognition when objectives have been achieved
 - P6 steer your team/department successfully through difficulties and challenges
 - P7 encourage and recognise creativity and innovation within your team/department
 - P8 give your team/department members support and advice when needed
 - P9 monitor activities and progress against objectives across your team/department, and encourage responsibility in individuals for their own actions
 - P10 communicate the required information about the work done, to authorised people, in accordance with departmental and organisational procedures

Knowledge and understanding

You need to know and understand:

- K1 the health and safety requirements of the area in which you are carrying out the activities
- K2 the legal and regulatory frameworks within which you are working and the implications of failing to comply with either
- K3 the main purpose/role of your team/department and where it links with the rest of the organisation
- K4 the limits of your authority and to whom you should report if you have problems you cannot resolve
- K5 how to assess the scientific or technical requirements of a work role
- K6 the planning required for the team/department to achieve its objectives
- K7 different ways of communicating effectively with members of your team/department
- K8 how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
- K9 how to set and monitor personal work objectives for the team/department
- K10 how to select and successfully apply a range of different methods for motivating, supporting and encouraging team members, and for recognising their achievements
- K11 difficulties and challenges that may arise and ways of identifying and overcoming them
- K12 the standards of performance for the work of your team/department and how the organisation measures them
- K13 the benefits of, and how to encourage and recognise creativity and innovation within a team
- K14 who the team/department members are, their purpose, objectives and plans for them
- K15 the types of support and technical advice that your team/department are likely to need, and how to provide these

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