

Overview

This standard is about the skills and knowledge needed for you to allocate and monitor work in a food and drink business.

Allocating work activities in a food and drink business is important to the deployment of food and drink business plans. Monitoring work in a food and drink business is important to maintaining productivity and quality.

You will need the skills and knowledge to:

- source plans, allocate work activities across your area of responsibility within a food and drink business and communicate with relevant people.
- monitor the quality of allocated activities and provide feedback on the adherence of the work to organisational requirements including productivity, quality, efficiency and effectiveness.

This standard is for you if you work in food and drink operations and/or supply operations and are involved in allocating and monitoring work in a food and drink business.

Performance criteria

You must be able to:

Prepare to allocate work

1. define the area of responsibility in which you will allocate and monitor work
2. confirm the objectives of your area of responsibility with relevant people
3. plan how the objectives will be allocated and achieved and produce work schedules
4. confirm the people who you will allocate work to and monitor their skills, knowledge, understanding, experience and workloads
5. adhere to organisational policies and culture when allocating and monitoring work

Allocate and monitor work

6. communicate the expected standard of work to the people in your area of responsibility
7. prioritise the work required to carry out the objectives
8. allocate work to teams or individuals
9. monitor the allocated work with respect to organisational requirements including productivity, quality and compliance and address any problems
10. review and update work schedules when needed
11. provide feedback on the work activities to the people in your area of responsibility you have allocated work to

Knowledge and understanding

You need to know and understand:

1. why it is important to define the area and limits of your responsibility including the resources available and staffing levels and how to do this
2. how to access and determine the objectives and priorities for your area of responsibility
3. the organisational values, behaviours, culture and policies and procedures that must be adhered to when working in your food and drink business
4. the different methods of communication and information technology available in your food and drink business and how to make best use of them
5. why it is important to ensure sufficient resources to carry out the objectives for the area of responsibility
6. what the skills, knowledge, understanding, experience and workloads of the people in your area of responsibility are and how to use this information when allocating and monitoring work
7. why it is important to allocate work activities fairly across a team and how to do this
8. how to review the allocation of work and use problem-solving techniques to address problems
9. the food and drink business standards requirements relating to the work you have allocated including quality, productivity and compliance
10. why it is important to monitor work activities and the food and drink business procedures for carrying out and recording this monitoring
11. why it is important to address problems affecting productivity, quality and compliance or other area of the food and drink business promptly when monitoring work activities and the organisational procedures for carrying this out
12. how to provide and receive feedback and why it is important to adhere to organisational requirements when carrying this out

Allocate and monitor work in a food and drink business

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