

Delegate authority in a food and drink business

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**Overview**

This standard is about the skills and knowledge needed for you to delegate authority in a food and drink business.

Delegating authority is important to the smooth and consistent management of a food and drink business and the maintenance of lines of authority and responsibility. Delegating authority empowers people, provides an opportunity for colleagues to show their potential and frees time up to allow managers to address other issues in the food and drink business.

You will need the skills and knowledge to:

- share information with those you have delegated authority and ensure they have sufficient understanding, training and resources to undertake the given activities.
- monitor the process and provide feedback to relevant people.

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

## Performance criteria

*You must be able to:*

### **Prepare to delegate authority**

1. determine the scope of your authority with respect to resources and staffing of the area over which you have authority
2. confirm the objectives of your area of responsibility with relevant people
3. confirm the people you will have authority over, their skills, knowledge, understanding, experience and workloads
4. check those to whom you intend to delegate authority have sufficient training and resources to carry out the position
5. adhere to organisational policies and culture when delegating authority

### **Communicate expectations**

6. delegate authority to relevant people
7. communicate the area of responsibility, objectives, organisational standards and requirements to those to whom you have delegated authority and to other relevant people
8. check those to whom you have delegated authority are aware of the limits of their authority and know what to do if a problem occurs
9. communicate to relevant people information detailing who has authority and responsibility in your absence or at any other given time

### **Support and monitor delegated authority**

10. support those to whom you have delegated authority in making decisions and support them through challenges and difficulties
11. monitor the delegated work with respect to organisational productivity, quality, compliance or other organisational requirements and address any problems
12. provide feedback to the relevant people on the outcomes of delegating authority

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### Knowledge and understanding

*You need to know and understand:*

1. why it is important to scope the limits of your authority and responsibilities 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. how to communicate the objectives, culture and responsibilities in your area of authority to relevant people and why it is important to do so
6. the food and drink business standards of quality, compliance and productivity relating to the work you have delegated
7. what the skills, knowledge, understanding, experience and workloads of the people in your area of responsibility are and how to use this information when delegating authority
8. why it is important to communicate the specific limits of authority when delegating responsibility and how to do this
9. why it is important to indicate the type of situations where decision making may be required, how it should be handled and the flexibility in applying guidelines to the decision making
10. how to delegate authority fairly working to peoples strengths and taking into account differing personalities
11. review the delegation of authority and use problem solving techniques to address problems
12. why it is important to monitor the delegation of authority and the food and drink business procedures for carrying out and recording this monitoring
13. 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
14. how to provide and receive feedback and why it is important to adhere to organisational requirements when carrying this out

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