

## Overview

This standard is about the skills and knowledge needed for you to develop and manage a team in a food and drink business.

Developing and managing a team successfully is important to achieving productivity levels, maintaining compliance to regulatory and organisational requirements and ensuring quality within a specific area or project within a food and drink business.

You will need the skills and knowledge to:

- manage a team, communicate to the team and support the development of the team members.
- develop individual team members to ensure the team is capable of carrying out the food and drink business project or plans to and above the requirements of the food and drink business.

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

## Performance criteria

*You must be able to:*

### **Prepare to develop a team**

1. determine the scope and purpose of the team's responsibility within an area or project in a food and drink business
2. communicate to relevant people the purpose of the team and its importance to the objectives and plans of the food and drink business
3. identify the members of your team, their expertise, knowledge, skills, behaviours and attitudes
4. check the team understands its role in maintaining productivity, quality, compliance or other area of the food and drink business
5. agree with the team the behaviours and actions that will support and hinder work of the team

### **Develop a team**

6. allocate work according to the expertise, knowledge and skills of the team members
7. communicate, on an on-going basis, the specific targets and plans relating to the work of the team
8. communicate to the team members and other relevant people any reports relating to the productivity, quality and compliance requirements of the work of the team
9. determine the development and training needs of the team and help implementation of these needs
10. encourage the team to get to know and understand other team members' strengths and weaknesses to build common purpose and mutual respect and trust
11. provide feedback to team members and encourage feedback from team members to yourself

### **Manage the team**

12. allow members of the team to understand their own and other's specific contribution to the team, encouraging mutual support when needed
13. review the progress of the team against organisational or project plans and provide feedback to the team and other relevant people on this progress

14. encourage discussion and feedback to resolve problems
15. support new team members and encourage existing team members to engage and support them in carrying out objectives and plans

## Knowledge and understanding

*You need to know and understand:*

1. the project objective and or organisational plans relating to the work of the team and how to access this information
2. how to determine the scope of work and resource requirements of the team
3. the different methods of communication and information technology available and how to make best use of them when communicating with a team
4. how to encourage communication within the team
5. how to motivate your team
6. the subject areas to be included when communicating to the team, the importance of communicating on an on-going basis and how to do this
7. how to identify the expertise, knowledge and skills of the team and allocate work accordingly
8. the training and development needs of the team and how to implement them
9. the importance of mutual respect and acceptable behaviours and actions when working as part of a team
10. how to build mutual respect and trust between team members
11. the methods by which feedback can be given and received
12. how to support the team and encourage mutual support through conflict and change
13. how to facilitate team members to address problems and implement solutions

Develop and manage a team in a food and drink business

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