

Identify staff resource needs in a food and drink business

Overview

This standard is about the skills and knowledge needed for you to identify staff resource needs in a food and drink business.

Identifying current availability and future needs for staffing resources is important to the future success of an organisation, ensuring the availability of knowledge and expertise and the day to day operation of a food and drink business. Managing and planning staffing levels and abilities is key to the highly technical and often labour intensive food and drink industry.

You will need the skills and knowledge to gather and evaluate relevant information and communicate the findings to relevant people. You must have the skills and knowledge to identify current availability and future needs for staffing resources. You must also have the skills and knowledge to liaise with colleagues to aid the identification process.

You will need to know and understand the regulatory and organisational requirements surrounding the day to day management of people at work. You will need to know and understand the principles of performance management and the identification of training and development needs. You will also need to know and understand your role in initiating and addressing issues including absenteeism, sickness, grievance and disciplinary procedures.

This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in identifying staff resource needs in a food and drink business.

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Performance criteria

You must be able to:

Gather relevant information

1. identify internal and external sources of information available in your organisation to help identify current staff resources and future needs
2. liaise with colleagues to identify the factors affecting staff resources within your food and drink business
3. collate data confirming the current availability of resources and abilities amongst the workforce
4. identify the food and drink businesses current and future requirements for staff resources

Identify need for staffing resources

5. consult with colleagues within your organisation to confirm the gaps between current staff resources and future needs
6. identify areas in the food and drink business where current staff levels and capability are inadequate
7. identify areas in the food and drink business where future staff levels and capability will need improvement
8. communicate the collated and evaluated information to the relevant people

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Knowledge and understanding

You need to know and understand:

1. the regulations and organisational requirements to be adhered to when carrying out workforce planning
2. the trends and drivers affecting staff resources in the food and drink business and how to identify them
3. the sources of information, internal and external to your organisation, available to identify staff availability and how to access them
4. how to use data and information to identify the food and drink business current and future staff requirements
5. the methods for identifying gaps between current availability and future staff needs and how to use them
6. the methods of communication and information technology available in your organisation and how to make best use of them
7. why it is important to liaise with colleagues to identify current and future staff needs and how to do this
8. how the strategy, objectives and operational needs of a food and drink business helps determine the requirements for staffing
9. the methodologies and techniques used in the identification of staffing resources and abilities in a food and drink business
10. how to manage the workforce gap and why it is important to do so
11. how trends in the industry and your food and drink business can affect workforce planning including technology, seasonality, cost cutting, turnover of staff, promotion and an increase in demand for product
12. how information detailing individuals skills, competencies, knowledge, education and previous work history and age can be used to aid workforce planning
13. the information used to aid managing and planning of staffing resources including CVs, skills, knowledge, competencies, gender and age and how it can affect workforce planning
14. the use of information technology systems to store and manage staffing resources and abilities
15. what affect mergers, acquisitions, extension of the supply chain and strategic partnerships has on staffing resources in a food and drink business
16. the advantages and disadvantages of recruitment and the use of current or temporary staff

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17. the key difference between strategic resourcing and operational resourcing of staffing
18. the financial implications of implementing different types of staffing resources including full-time, part-time, shift work and the use of temporary workers
19. the regulatory and organisational requirements to be aware of when managing full-time, part-time and temporary workers
20. how to check the people in your area of responsibility are not discriminated against in-line with regulations and organisational requirements
21. the consequence of failure to check people in your area of responsibility are not discriminated against
22. the organisational requirements for the management of leave, illness and absenteeism
23. the organisational procedures to be followed when addressing grievance
24. what the organisational procedures are for initiating and following disciplinary procedures
25. why counselling and compassion are key words when managing people and the appropriateness of their usage
26. what the organisational procedures for performance review are and how to carry this out
27. why it is important to support training and development needs of the individual and the food and drink business
28. how to address conflict between individuals or groups within your area of responsibility and across the food and drink business
29. how to address requests for flexible working, maternity/paternity leave

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