

Overview

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

Leadership is important to the fulfillment of plans and objectives of a food and drink business. It is important in providing the driving force for the implementation and fulfillment of a food and drink business strategy.

Strong and visible leadership is important in the success of a food and drink organisation. Visible leadership that is the driving force behind the communication and implementation of the food and drink business strategy, culture and objectives is essential to its success. The food and drink industry is heavily regulated, leadership is an essential requirement in providing direction and support when ensuring compliance, maintaining quality and meeting customer requirements.

You will need the skills and knowledge to communicate the common purpose, strategy and objectives of the food and drink business and motivate colleagues in line with the food and drink business policy, plans and culture. It is vital to ensure alignment across the entire business with the strategic plan and to seek agreement in terms of the engagement process and timelines for engagement. You will also need the skills and knowledge to initiate problem solving and obtain feedback on the style and effectiveness of your leadership. You will need the skills and knowledge to recognise the importance of mental resilience in yourself and others.

You will need to know and understand the theories, models and styles of leadership their advantages and disadvantages. You will also need to know the importance of leadership at all levels within a food and drink business, mental resilience and its impact on organisational objectives, productivity and performance.

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

Performance criteria

You must be able to:

Lead the business

1. communicate strategy, objectives and plans to relevant people
2. set and agree targets to meet specific objectives
3. check sufficient resources are available to carry out the objectives of the food and drink business or area of the food and drink business
4. instill the organisational culture into your actions and words in leading the food and drink business
5. influence and persuade colleagues to achieve their objectives within the food and drink business policy and plans
6. select and apply different leadership styles to appropriate colleagues and situations within a food and drink business
7. monitor progress towards the objectives of the food and drink business or area within a food and drink business
8. provide feedback to colleagues on achievements against targets
9. adhere to and comply with legal and organisational compliance and quality requirements
10. delegate roles and responsibilities to relevant people
11. listen to colleagues within your food and drink business and take action if necessary
12. build strong relationships, personal strengths and mental toughness
13. empower people across the organisation to develop their own ways of working within agreed boundaries
14. encourage people within the food and drink business to take the lead in areas they have knowledge and expertise
15. facilitate communication to aid achievement of objectives

Resolve problems and obtain feedback

16. steer the food and drink business through problem solving, conflict, challenges and change
17. support and advise colleagues within the food and drink business through problem solving, conflict, challenges and change
18. evaluate the outcomes of your leadership style and its impact on the achievement of objectives
19. obtain feedback on your leadership style and performance and act upon it

Knowledge and understanding

You need to know and understand:

1. the importance of communication systems across a food and drink business and how to lead in the development and use of a communications system
2. the organisational culture and how to lead ensuring maintenance of the culture
3. the importance of recognising and encouraging innovation in a food and drink business
4. why it is important to provide leadership through change and how to do this
5. how to influence, persuade, motivate and empower colleagues within a food and drink business
6. why it is important to adapt your leadership style to individual requirements and how to do this
7. why it is important to delegate authority and how to do this
8. why it is important to recognise leadership within colleagues and enable this leadership to be used to the benefit of the food and drink business
9. why mental resilience is important to leadership and how to increase it in yourself and colleagues
10. the importance of receiving feedback and how to make use of it
11. how to use problem solving techniques to address challenges
12. why it is important to address conflict within a food and drink business and how to do this
13. how to support colleagues through conflict, challenges and change
14. the specific differences between management and leadership within a food and drink business
15. why behaviour compared to skills are important to providing leadership in a food and drink business
16. the importance of behaviours including trust, inspiration, attitude, decision-making and personal character to effective leadership
17. what importance mental resilience has in strong leadership
18. theories, models and styles of leadership and how to select and successfully apply these to different people and situations
19. how different leadership styles can affect the culture and operation of the food and drink business
20. the role of effective leadership in organisational development

including restructuring, continuous improvement and change management

21. the importance of leadership to achieving objectives, maintaining a team or individual and the development of oneself
22. the role of mentors in aiding development of leadership styles
23. why it is important to embed leadership at all levels of a food and drink business and how to do this

Lead a food and drink business

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