
Overview

This Standard is about monitoring utilities' work and resolving work-related problems affecting outputs. People could be employed or sub-contracted and be working in a single utility or a multi-utility environment.

This includes allocating work and briefing team members, checking quality of work, addressing poor performance, identifying when processes, materials or equipment are affecting performance, finding or recommending solutions, dealing with conflict amongst team members, recognising achievement and keeping records.

This Standard is for people who supervise teams in the utilities sector.

Performance criteria

You must be able to:

1. use information from reliable sources to determine work requirements and schedules
2. check that team members have valid and current 'permit to work' documentation
3. allocate work to team members in line with their skills, experience, qualifications and training
4. brief team members on expected work methods, schedules and technical specifications at appropriate times
5. check progress and quality of work against technical specifications on an ongoing basis
6. give prompt and constructive feedback to team members about their work
7. give team members opportunity to discuss actual or potential problems affecting their work at appropriate times
8. hold discussions with team members at a time and place appropriate to the type, seriousness and complexity of problems
9. help team members identify when problems with work processes, materials or equipment are affecting work outputs
10. gather and check information from reliable sources to analyse the nature of problems with work processes, materials or equipment
11. adjust work methods and plans within your level of responsibility to resolve work related problems
12. suggest solutions to relevant people to resolve problems that are beyond your level of responsibility
13. inform all relevant team members of any changes to work methods, processes, materials or equipment that will affect them
14. identify the cause of any conflict within teams that is affecting work outputs and deal with it in line with organisational processes without delay
15. report progress or successful completion of significant pieces of work or work activities to team members at appropriate times
16. maintain records about problems and performance in line with organisational procedures

Knowledge and understanding

You need to know and understand:

1. sources of information on work requirements
2. approved work methods, work processes and schedules
3. technical specifications for work activities within your control
4. skills, knowledge, experience, permits and qualifications required for work activities
5. communication methods including how to check understanding
6. types of work problems which team members may encounter
7. how to encourage and enable frank discussion
8. how to identify causes of work problems
9. your role and responsibilities in dealing with team members' problems and how to decide when problems go beyond your own competence and responsibility
10. the range of support services which exists inside and outside your organisation
11. the importance of fairness and impartiality
12. confidentiality requirements
13. how to motivate team members
14. when it is appropriate to request additional resources or adjustments to work schedules
15. the effects that conflict between team members can have on work activities
16. how to recognise conflict
17. reporting structures
18. record keeping requirements
19. organisational and legal requirements relevant to disciplinary and grievance procedures

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Monitor people's work and resolve work related problems affecting outputs



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