
Overview

This standard is about how you work with colleagues and customers in a way which promotes equality and diversity. It is also about ensuring that your workplace, your area of responsibility and the practices of you and your colleagues are safe, ethical and sustainable.

Performance criteria

You must be able to:

1. work with colleagues and customers in line with your organisational equality and diversity policy and legislation
2. provide relevant information and support to enable colleagues and customers to understand their rights and responsibilities
3. promote safe, ethical and sustainable practice in your area of responsibility in line with your organisational requirements
4. develop and maintain productive working relationships with colleagues and customers
5. assess risks to your personal safety and security associated with your work and take required measures to minimise these risks
6. carry out your work in accordance with relevant codes of conduct, legislation, ethical standards and recognised good practice
7. maintain customer confidentiality and privacy to conform with your organisational customer service standards and the relevant data protection legislation
8. identify your responsibilities under relevant health and safety legislation and your organisation's health and safety policy
9. make use of specialist expertise when required in relation to health and safety
10. confirm that a system is in place for identifying hazards and assessing risks in your area of responsibility and take action to mitigate these

Knowledge and understanding

You need to know and understand:

1. the relevant legal and organisational requirements for equality, diversity and discrimination
2. how to promote safe, ethical and sustainable practice in your area of responsibility
3. the relevant legal requirements and organisational processes covering data protection, confidentiality and sharing of information
4. how to work with colleagues and customers to resolve conflicts
5. how to communicate to ensure that the views and preferences of colleagues and customers are taken into consideration
6. the relevant ethical standards or codes of practice that cover your area of work
7. the relevant legislation and organisational policies covering health and safety
8. how to assess and manage risk in carrying out your role
9. the extent and limits of your own role and responsibility

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Relevant Occupations Assistant Portfolio Manager (without portfolio); Resident Involvement Assistant; Repairs Assistant; Revenue Officer/Assistant; Housing Assistant; Housing Administrator; Housing Officer; Housing Manager; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator

Suite Housing

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