

Overview

This standard is about recruiting, managing and developing individuals in your team. A 'team' in this context could be one or more people who are in your area of responsibility.

Recruit, manage and develop individuals in your team

Performance criteria

You must be able to:

1. confirm that work in your team and area is reviewed to identify shortfall in staffing, skills, knowledge or experience
2. review the options for addressing any identified shortfalls and follow your organisation's arrangements for resolving these
3. provide support during the selection, interview and recruitment process
4. provide an induction programme for new individuals in your team
5. confirm that your team understands the vision, objectives and operational plans of your area of work and how these contribute to the organisation as a whole
6. manage the performance of individuals in your team to meet organisational objectives
7. delegate responsibilities to individuals in your team to provide development opportunities
8. demonstrate a range of conflict management styles and apply them to relevant situations and challenges in your team
9. support your team to achieve their work and development objectives, recognise success and provide advice when required
10. work with colleagues to identify and prioritise learning and development requirements based on their work roles and make recommendations for action in line with organisational policy
11. monitor and review whether the learning activities undertaken have achieved the required outcomes

Knowledge and understanding

You need to know and understand:

1. your organisational procedures for identifying and addressing staffing or skills shortfalls
2. the roles, responsibilities, accountability and duties of other departments in your organisation when arranging recruitment or staff development
3. the relevant legal obligations, policies and codes of practice that apply to recruitment in your organisation
4. the organisational procedures and relevant legislation for equality and diversity, and health and safety
5. how your organisation must comply with the relevant data protection legislation
6. how to select and apply different methods for communicating with individuals in your team
7. the vision, objectives, culture and operational plans for your team and area of responsibility and for the wider organisation
8. how to manage and improve the performance of individuals in your team in accordance with organisational policies and procedures
9. how to create and maintain a positive working culture that encourages cooperation and creativity
10. your own strengths and limitations in the leadership role
11. the strengths, limitations and potential of the staff in your team
12. the leadership style and wider culture of your organisation
13. the requirements of the performance appraisal and staff development system of your organisation
14. the resources available for staff development

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Originating Organisation	Instructus
Original URN	ASTH404
Relevant Occupations	Resident Involvement Assistant; Housing Assistant; Neighbourhood Assistant; Housing Administrator; Lettings Negotiator; Lettings Assistant; Assistant Portfolio Manager (without portfolio); Revenue Officer/Assistant; Repairs Assistant; Housing Officer; Housing Manager
Suite	Housing
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