
Overview

This Standard involves facilitating and managing the work of junior colleagues within your own field of work. Junior colleagues could be work experience students, trainees or assistants.

Performance criteria

- You must be able to:*
- 1 devise a work plan with junior colleagues that will enable them to carry out the desired work
 - 2 ensure the work plan takes account of the requirements and scope of your own job role, the extent of your authority, the resources available and the time limits applicable to the work
 - 3 make sure junior colleagues understand the requirements of the brief, the work plan and schedule
 - 4 communicate with junior colleagues about their role and responsibilities in a way which promotes good working relationships and encourages them to learn
 - 5 make sure junior colleagues know how to use the necessary equipment and materials
 - 6 encourage junior colleagues to ask questions to clarify any aspects they do not fully understand
 - 7 provide junior colleagues with the opportunity to contribute and try out the work for themselves
 - 8 monitor the work of junior colleagues and demonstrate how they could address potential problems involving the work
 - 9 find workable solutions for any problems with junior colleagues' performance which could adversely impact upon the work schedule or quality
 - 10 ensure that junior colleagues adhere to applicable health and safety requirements at all times
 - 11 provide individual feedback to junior colleagues on their work and encourage them to improve future performance

12 evaluate your own performance in the management of junior colleagues

13 maintain confidentiality of sensitive information in line with organisational procedures

Knowledge and understanding

You need to know and understand:

- 1 processes and procedures to follow when managing junior colleagues in the organisation you are working in
- 2 legislation, regulations and codes of practice that are applicable to managing other people and to the work being undertaken
- 3 who should input to planning the work of junior colleagues
- 4 how to find out who needs to know about any problems concerning the management of junior colleagues and the progress of the work they are undertaking
- 5 who can provide feedback on your own performance in the management of junior colleagues
- 6 methods to monitor junior colleagues that are effective, unobtrusive and objective
- 7 how to provide constructive feedback to junior colleagues
- 8 how to encourage others to develop their skills and progress in their careers
- 9 sources of external financial support or training that may be available for junior colleagues
- 10 how to objectively evaluate feedback regarding your own performance
- 11 how to store sensitive information in line with organisational and data protection requirements

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