
Overview

This Standard is about working in an efficient and effective way in the utilities sector.

It includes carrying out your work to agreed standards, following procedures and processes, managing your time, communicating with and helping others, knowing about the industry and organisation, understanding your place in the operations and how your role can affect others.

This Standard is for anyone who works in the utilities sector.

Performance criteria

You must be able to:

1. use appropriate sources to identify the information you need to carry out your work
2. check with appropriate people when any information related to your work appears incorrect
3. agree any deviations in standards or specification with appropriate people before carrying out work
4. organise your own work and your work with other people to make effective use of time and comply with agreed schedules
5. carry out work in accordance with approved procedures and practice and statutory requirements
6. follow instructions and suggestions from relevant people to adapt working methods or improve work outputs
7. carry out all work to agreed standards, checking compliance of completed work when appropriate
8. carry out work activities for which you are responsible, when working individually or as part of a team
9. communicate information about progress, issues encountered and actions taken that will be useful to colleagues at appropriate times
10. respond to queries from other people that are related to work in a constructive way and at appropriate times
11. store, use and maintain work materials and equipment in accordance with work requirements and approved procedures and practices
12. record information and data required for your work in organisational recording systems in accordance with operational and organisational procedures
13. remove and dispose of waste and surplus materials in accordance with approved procedures and practices
14. report any situations which require additional intervention and problems or conditions which are outside your responsibility to appropriate people
15. identify and suggest improvements to work methods to appropriate people at appropriate times

Knowledge and understanding

You need to know and understand:

1. legislation relevant to your work relating to your work and the workplace environment
2. industry and organisational procedures, practices and operational standards relating to your work and the workplace environment
3. the remit of your organisation and how the work of your organisation fits into the industry as a whole
4. organisational structure and reporting lines
5. the responsibilities and boundaries of your role and how completion or non-completion of your work can affect colleagues, customers and the organisation
6. the image of the organisation and how your behavior at work can impact on that image
7. the information you need about work requirements including specifications, work methods, time frames and relevant standards or quality control methods
8. how to interpret plans, schedules and work programmes relevant to your work
9. the processes and sequence of events for work activity and post-work activity to achieve intended job outcomes
10. time management techniques
11. how to work as part of a team, who you need to work with and when
12. communication methods and organisational communication procedures for communicating with colleagues, customers and managers
13. the characteristics and physical properties of the materials used in your work including how they will be affected by weather conditions, how they will be packaged and how to handle them safely
14. how to use and check the tools and equipment required for your work operational and organisational requirements for storage of work materials and equipment appropriate for their nature, characteristics and value
15. aspects of your work which could pose a health hazard and methods to minimise this
16. how to identify aspects of work which may be detrimental to safety or the environment

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17. organisational requirements for handling disposing of waste including recovery of reusable materials
 18. organisational recording systems

Developed by	Energy & Utility Skills
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Originating Organisation	Energy and Utility Skills
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Relevant Occupations	Construction, planning and the built environment; Utility Network Construction Operative; Utility Network Construction Supervisor
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Suite	Multi-Utility Network Construction
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