

Overview

This national occupational standard is about making an effective individual contribution to the work of a team or group. It involves taking an active role, and when necessary a lead role, in providing colleagues with guidance and advice when planning and completing work activities.

Performance criteria

You must be able to:

Perform work with others

- 1 play an active role in determining and agreeing the tasks you and others need to undertake complete the work activity
- 2 agree what each of you will do and what work methods need to be used to complete tasks before starting the job in accordance with work instructions
- 3 finish the tasks you have been given on schedule and to the required quality standards and in a way that does not interfere with the work being undertaken by others
- 4 share ideas and experiences with colleagues on how improvements can be made to the way work is undertaken and to the quality of the finished product
- 5 collaborate and cooperate with others to find effective ways to deal with work problems
- 6 monitor the status and progress of others' work to establish if and where it interferes with and negatively impacts on your own
- 7 follow procedures and precautions to safeguard personnel, plant and the environment in accordance with health and safety regulations, environmental legislation and company procedures
- 8 conduct a risk assessment in accordance with health and safety and environmental legislation
- Take a lead role in joint activities
- 9 develop and communicate the work plan
- 10 make sure the work plan specifies the resources required, the objectives to be met, the allocation of responsibilities and the timescale for each aspect of the work
- 11 use and follow the work plan to monitor the progress of the work being undertaken
- 12 follow procedures and precautions designed to safeguard personnel, plant and the environment in accordance with health and safety regulations, environmental legislation and company procedures
- Use and communicate data and information
- 13 communicate ideas and information in a clear and concise way
- 14 seek feedback to make sure that ideas, data and information have been communicated and understood by others
- 15 use and comply with the organisation's reporting systems, documentation and procedures
- 16 make sure that everyone contributing to the work activity complies with work instructions and quality assurance standards and requirements
- 17 inform the team of the work plan and the work activities they are personally responsible for completing
- 18 communicate the status and progress of the work being undertaken in accordance with company reporting systems and procedures
- Resolve problems effectively and efficiently
- 19 report problems outside the limits of personal responsibility to designated personnel
- 20 resolve problems with working relationships
- 21 refer problems with working relationships that cannot be resolved by yourself to appropriate personnel

Knowledge and understanding

You need to know and understand:

General

- 1 the main principles of health and safety and environmental legislation and regulations
- 2 the company reporting lines and authorisation roles and responsibilities
- 3 the company policies and procedures that directly impact on the work to be undertaken

Work area

- 4 how to read and interpret procedures and information sources to make sure that tools and equipment are fit for purpose and safe to use
- 5 what personal protective equipment needs to worn when undertaken work activities
- 6 what materials and substances are dangerous and hazardous to health
- 7 how to maintain safe working and environmental practices throughout the duration of the work
- 8 how to minimise risks to self and others when undertaking work activities
- 9 company work instruction, information and reporting systems and documentation
- 10 how to respond to the different types and categories of emergency situations that might occur
- 11 how to devise deliverable work plans that reflect the skills and competencies of the individual and the work team
- 12 planning methods and techniques
- 13 problem solving tools and techniques
- 14 how to recognise and report incorrect and inaccurate work instructions and supporting documentation in accordance with company

Work with other people

Behaviours

You work in a manner which:

1. recognises and acts when others need support
2. takes responsibility for resolving problems in your work area

Work with other people

Developed by Energy & Utility Skills

Version Number 2

Date Approved December 2017

Indicative Review Date December 2020

Validity Current

Status Original

Originating Organisation Energy & Utility Skills

Original URN Energy & Utility Skills

Relevant Occupations Engineering; Science and Engineering Technicians

Suite Wind Turbines

Keywords work, others, people, team, group
