

Overview

This standard is about the skills and knowledge needed for you to delegate authority in a food and drink business. Delegating authority is important to the smooth and consistent management of a food and drink business and the maintenance of lines of authority and responsibility. Delegating authority empowers people, provides an opportunity for colleagues to show their potential and frees time up to allow managers to address other issues in the food and drink business. You will need the skills and knowledge to:

- share information with those you have delegated authority and ensure they have sufficient understanding, training and resources to undertake the given activities.
- monitor the process and provide feedback to relevant people.

This standard is for you if you work in food and drink operations and/or supply operations and are involved in delegating authority in a food and drink business.

Performance criteria

You must be able to:

Prepare to delegate authority

1.
determine the scope of your authority with respect to resources and staffing of the area over which you have authority
2.
confirm the objectives of your area of responsibility with relevant people
3.
confirm the people you will have authority over, their skills, knowledge, understanding, experience and workloads
4.
check those to whom you intend to delegate authority have sufficient training and resources to carry out the position
5.
adhere to organisational policies and culture when delegating authority

Communicate expectations

6.
delegate authority to relevant people
7.
communicate the area of responsibility, objectives, organisational standards and requirements to those to whom you have delegated authority and to other relevant people
8.
check those to whom you have delegated authority are aware of the limits of their authority and know what to do if a problem occurs
9.
communicate to relevant people information detailing who has authority and responsibility in your absence or at any other given time

Support and monitor delegated authority

- 10.

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support those to whom you have delegated authority in making decisions and support them through challenges and difficulties

11.

monitor the delegated work with respect to organisational productivity, quality, compliance or other organisational requirements and address any problems

12.

provide feedback to the relevant people on the outcomes of delegating authority

Knowledge and understanding

You need to know and understand:

1.
why it is important to scope the limits of your authority and responsibilities and how to do this
 - 1.1 how to access and determine the objectives and priorities for your

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