EUSWS03
Supervise the work of others

Overview

This national occupational standard (NOS) defines the competences required to supervise the work of other people. As well as being required to understand associated workplace hazards, you also need to know how to supervise and work with others, and how to pass information in compliance with your organisational reporting system.

EUSWS03
Supervise the work of others

Performance criteria

You must be able to:

Agree individual work activities within your area of responsibility

P1 agree the division of work for each member of staff before instructing work to commence

P2 plan the best way to carry out the work to achieve performance requirements

P3 confirm that the working methods to be used comply with operational requirements and Health & Safety Regulations

You must be able to:

Ensure work activities are completed safely and on time

P4 ensure that all staff carry out, and complete, work activities within performance requirements

P5 ensure that individuals work in a safe manner and wear PPE in accordance with organisational requirements

P6 identify and resolve any difficulties which arise from staff carrying out their work safely

P7 prevent disagreements between people from disrupting work

You must be able to:

Use and communicate data and information

P8 complete work documentation in accordance with operational requirements

P9 provide colleagues with information to enable them to undertake work in accordance with operational requirements

P10 obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely

You must be able to:

Resolve problems which arise when supervising and working with others

P11 notify the designated person when work is likely to be completed later than a pre-agreed schedule

P12 resolve instances of unsafe or disruptive behaviour in accordance with operational procedures

P13 resolve problems arising within own area of responsibility

P14 report problems that can not be resolved to the designated person

EUSWS03
Supervise the work of others

Knowledge and understanding

You need to know and understand:

General

K1 the potential hazards associated with different materials
K2 how to identify work-related hazards and risks
K3 details of operational procedures and documentation
K4 how to deal constructively with colleagues and other people and resolve disagreements
K5 how to use personal protective equipment (PPE) in line with operational procedures
K6 operational procedures and why it is important to comply with them
K7 the limits of the job responsibility when communicating with others

You need to know and understand:

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K8 how to supervise and motivate others
K9 the limits of your responsibility
K10 how to develop productive working relationships
K11 the nature of other people's work
K12 how a person's work affects others
K13 the organisations performance requirements for the work being carried out
K14 how to resolve misunderstandings
K15 how to make helpful contributions to work-related meetings and discussions
K16 how to recognise difficulties in work
K17 different styles of working

EUSWS03
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Additional Information

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

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