

Specification of Competency Standards for the Retail Banking

**Unit of Competency**

**Other Core Generic Competences > 10.2 People Management and Talent Development**

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|---------------------|---|
| Title               | Supervise team members in accomplishing task assignments during the course of work  |
| Code                | 107604L5  |
| Range               | Acting as a leader to give directions and instructions to team members in order to accomplish the task assignment. This applies to team projects of different natures and scales. The context is more related to routine operations where evidence-based conceptual skills are employed as the problem solving approach to plan and design management functions including technical and / or supervisory ones   |
| Level               | 5   |
| Credit              | 4   |
| Competency          | <p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Assign different team members to the right task <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Delegate tasks of different natures and scales to relevant team members in an relevant manner to generate a sense of ownership</li> <li>• Assign appropriate level of authority according to the roles and responsibilities of individual team members</li> <li>• Delegate work tasks to team members appropriately based on their ability, expertise and personal interest</li> <li>• Solicit feedback from team members about work assignment to preserve team spirit and create a cooperative climate</li> </ul> </li> </ul> </li> <li>2. Arrange work schedule to complete the tasks <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Evaluate the urgency and importance of work and manage workload</li> <li>• Set appropriate priorities for team members</li> </ul> </li> </ul> </li> <li>3. Monitor the work of team members <ul style="list-style-type: none"> <li>Be able to: <ul style="list-style-type: none"> <li>• Take suitable actions and monitor the implementation during the case of emergency</li> <li>• Monitor quality of work of subordinates and the team</li> <li>• Follow through tasks conscientiously to achieve quality results and meet the deadlines</li> </ul> </li> </ul> </li> </ol> |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Under the context of routine operations where evidence-based conceptual skills are employed as the problem solving approach to plan and design management functions including technical and / or supervisory ones</li> <li>• Effective delegation and arrangement of work based on understanding in the ability and preference of different team members</li> <li>• Monitoring the work of subordinates and take suitable actions during the course to ensure achievement of quality results</li> </ul>  |
| Remark              |   |