

**Specification of Competency Standards**  
**for the Banking Industry**  
**Unit of Competency**

Functional Area - 11. Other Generic Competencies  
(Key Function – 11.2 People Management and Talent Development)

Title	Supervise team members in accomplishing task assignments during the course of work
Code	109589L5
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.
Level	5
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Understand the roles of a supervisor and delegate tasks of different natures and scales to relevant team members in a relevant manner to generate a sense of ownership;</li> <li>• Understand different levels of authority by assigning right level to the individual team members in according to the roles and responsibilities;</li> <li>• Comprehend the knowledge of delegation techniques by delegating work tasks to team members appropriately based on their ability, expertise and aspiration.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate the urgency and importance of work and manage workload so as to set appropriate priorities for team members;</li> <li>• Track implementation against deliverables to ensure project tasks are on the right track;</li> <li>• Monitor quality of work of subordinates / project team and develop back-up manpower plans for contingency;</li> <li>• Provide adequate guidance and coaching to the team members for supporting their achievement on the assigned tasks.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Solicit feedback from team members about work assignment to preserve team spirit and create a cooperative climate;</li> <li>• Follow through tasks conscientiously to achieve quality results and meet the deadlines.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Conducting 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 taking suitable actions during the course to ensure achievement of quality results.</li> </ul>
Remark	