

Title	Manage workload and utilise relationships for effective service delivery in a public sector context		
Level	4	Credits	11

Purpose	<p>This unit standard is intended for people employed in service roles in the public sector.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – manage workload to achieve results and help deliver effective service to the public; and – utilise relationships with stakeholders in an effective manner to progress delivery of service, in accordance with organisational requirements.
----------------	--

Classification	Public Sector Services > Public Sector Core Skills
-----------------------	--

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 References
- Crown Entities Act 2004;
Employment Relations Act 2000;
Health and Safety at Work Act 2015;
Human Rights Act 1993;
Income Tax Act 2007;
Local Government Act 2002;
Local Government Official Information and Meetings Act 1987;
New Zealand Bill of Rights Act 1990;
Official Information Act 1982;
Privacy Act 1993;
Protected Disclosures Act 2000;
Public Finance Act 1989;
Public Records Act 2005;
State Sector Act 1988;
Statistics Act 1975;
Te Tiriti o Waitangi/Treaty of Waitangi;
Te Ture mō Te Reo Māori 2016/Māori Language Act 2016;
and all subsequent amendments and replacements.

It is important to note that there is in most cases specific legislation relevant to the organisation in which the candidate is employed. This must be included.

- 2 Assessment against this unit standard must be based on evidence from a real or simulated public sector workplace situation, provided the simulation reflects public sector requirements and requires performance that replicates a real working environment.
- 3 Demonstration of knowledge and skills must be consistent with any applicable code or codes of conduct such as the New Zealand State Services Code of Conduct, Standards of Integrity and Conduct (available from <http://www.ssc.govt.nz>) and/or any other public sector specific code or codes of conduct and/or ethics, and must reflect operating professionally and ethically in New Zealand's diverse, bi-, and multicultural environment.
- 4 **Definitions**
Ethics, in the context of this unit standard, refers to values about what is right, fair, just, and good in terms of conduct which guides behaviour in the public sector. They provide a basis for assessing the morality of a situation, decision, or outcome.
Organisational requirements refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace. Organisational requirements in the public sector will be consistent with relevant legislation.
Public sector refers to organisations of the state sector (listed in Schedule 1 and 1A to the State Sector Act 1988, available from <http://www.legislation.govt.nz>), plus organisations of local government.
Stakeholders are individuals or groups which have some direct interest in the organisation and its products or services. Internal stakeholders typically include board members, managers and employees. External stakeholders typically include customers, providers of services, business owners, shareholders, employee organisations, and regulatory bodies.

Outcomes and performance criteria

Outcome 1

Manage workload to achieve results and help deliver effective service to the public.

Performance criteria

- 1.1 If required, negotiate to adjust priorities to deliver effective service.
- 1.2 Manage workload efficiently in accordance with organisational requirements.
- 1.3 Use approaches to find solutions to meet client needs, in accordance with one's role and organisational requirements.

Range approaches may include but are not limited to – outcome orientation, internal collaboration, input into continuous improvement, problem solving practices, service to the public, referral;
 solutions may include but are not limited to – internal, other public sector organisation, other organisation.

- 1.4 Use systems and tools to manage agreed workload, in accordance with organisational requirements.

Range timely, accurate, proactive, responsive manner.

Outcome 2

Utilise relationships with stakeholders in an effective manner to progress delivery of service, in accordance with organisational requirements.

Range external stakeholders; may include internal stakeholders.

Performance criteria

- 2.1 Interact with stakeholders in a manner that respects difference and the ethics of service to the public.

Range may include but is not limited to – culturally sensitive, community focused, in the national interest, open, informative, clear.

- 2.2 Interact with stakeholders for purposes that progress delivery of service.

Range purposes may include but are not limited to – providing and/or obtaining advice, opinion, and information; referral matters; collaboration; problem solving.

Planned review date	31 December 2023
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 January 2019	N/A

Consent and Moderation Requirements (CMR) reference	0121
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.