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MANAGE ON-GOING ACTIVITIES IN YOUR AREA OF RESPONSIBILITY

You are required to effectively manage day-to-day activities in your area of responsibility. You must ensure that you plan activities and those activities support the achievement of your organisation's objectives. You must remain aware of potential risks which could affect your work and take action to manage those risks. If you work in a team or department, you will allocate work to others and monitor the progress of their work. You will monitor the satisfaction of customers/clients/management, taking action to identify and meet their reasonable expectations.

TO PERFORM EFFECTIVELY YOU NEED TO:

- develop and implement operational plans for your area of responsibility, in line with your organisation's objectives
- identify potential risks associated with achieving stated objectives and how these will be managed
- allocate and monitor the progress and quality of work in your area of responsibility
- manage business processes in your area of responsibility
- encourage innovation in your area of responsibility
- recognise and effectively manage the expectations of others.

Achievement of this performance objective requires consistent performance over a period of time.

EXAMPLES OF RELEVANT ACTIVITIES INCLUDE:

- developing, implementing and reviewing plans for the activities of your department
- delegating work to team members
- reviewing the work of others and providing feedback where appropriate
- monitoring progress against agreed timetables and amending those timetables where necessary
- monitoring customer/client feedback and taking action to improving customer/client satisfaction

These examples illustrate how you might demonstrate this performance objective. They are not obligatory – you may prefer to think of other ways that show how you perform effectively in this area.

KEY KNOWLEDGE AND UNDERSTANDING: BUSINESS MANAGEMENT

- Recognise the political, economic, social, and technological context within which the accounting function operates
- Apply information systems and knowledge management to implement and support business functions and strategic objectives.

LINKED EXAM PAPERS

Paper F1, Accountant in Business

Paper P3, Business Analysis.