

BSBWOR502

LEAD AND MANAGE TEAM EFFECTIVENESS

1 Establish team performance plan

1.1A. Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives.

During the Employment induction the new staff were inducted into the business, where all roles and responsibilities are explained a copy is given to the employee. A copy is attached below.

1.1B. Develop performance plans to establish expected outcomes, outputs, key performance indicators (KPIs) and goals for work team.

See attached Performance plan below

1.1C. Support team members in meeting expected performance outcomes.

Any goals developed during performance interviews, are followed up on at the toolbox meetings, to ensure the employee is on track and guide them if they are having trouble meeting these goals.

2 Develop and facilitate team cohesion

1.2A. Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team.

All staff have opportunities for input via tool box talks held weekly.

1.2B. Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities.

Lightscape has a full list of policies and procedures developed by a third party. Changes have been made to them to suit our business, and all staff were asked to provide input into these to make sure they have a full understanding of them.

1.2C. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions.

During the weekly toolbox meetings management announce any exception work or milestones that have been achieved.

Positive culture is very important in Lightscape and management have a clear direction on keeping a happy positive workplace.

1.2D. Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed.

Any issues or concerns are dealt with via the Hr app Lightscape use. This gives the user an anonymous option to raise concerns, and using a third-party HR company provides the employees with the assurance that issues are treated fairly and in a non-bias manor.

Any concerns raised are then passed back to management to be addressed.

3 Facilitate teamwork

1.3A. Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes.

Tool box talks are held regularly for employees to raise any concerns or just to propose any ideas, that may help them with the ability to communicate, increase productivity, or make the job more streamlined.

1.3B. Support the team in identifying and resolving work performance problems.

As mentioned above ideas that may help in improving performance are taken on board, and with the help of management processes can be implemented, such as additional training.

1.3C. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders.

Policies and procedures surrounding public or stakeholder image, are used, but a positive and happy workplace not only creates harmony within the team. Lightscape Project Managers also get in and help out on site as needed, this shows there is equality within the team members

4 Liaise with stakeholders

1.4A. Establish and maintain open communication processes with all stakeholders.

The agreed process for communication between stakeholders is through Emails and Reporting. Any Phone calls are to be followed up with an email, outlaying a condensed version of the conversation.

1.4B. Communicate information from line manager/management to the team.

As mentioned earlier communication between management and team members will come in the form of toolbox talks. Experience shows these to be the best way to communicate to the team, and a great way to obtain team feedback.

1.4C. Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders.

Management meet weekly to discuss the overall business, this meeting includes any concerns or problems raised by staff/ stakeholders.

1.4D. Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.

During the weekly meeting between management any unresolved issues are discussed and resolution ideas put forward, a time line is then attached to these list with follow up meetings to revise and make sure the corrective actions are being undertaken.



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Job Description

Position: Electrical Fitter Mechanic (Electrician)

Responsible to: Project Manager

Position Overview: General Electrical Light and Power

Duties and responsibilities:

- Read electrical, architectural and mechanical Plans or drawings.
- Understand electrical specification to determine job requirements.
- Plan appropriate layouts and routes for wiring and wiring systems.
- Identify the right electrical equipment for a particular job.
- Install lighting, power outlets, conduits, cable trays, ladder racks, circuit breakers and emergency lighting.
- Carry out fault-finding.
- Test, repair and maintain electrical equipment.
- Connect electrical equipment and appliances.
- Install and fit off switchboards.
- Install automated electrical controls.
- Install voice and data cabling.
- Conduct daily prestart toolbox talks to identify hazards and risks.
- Completing and required paperwork and or test sheets and ensuring these are returned to the office or project manager asap.
- Report any damage to company assets.
- To ensure the safety of the surrounding public at all times.
- Familiarise yourself with company rules and procedures and policies relating to WHS

- Wear appropriate PPE, and report any lost or damaged PPE.
- Follow all JSA requirements for all hazards and risks.

This List is not intended to be all inclusive. Other related duties may need to be performed as directed by the Electrical Project Manager.

Name:

Date:

Performance Improvement Plan for: Harry Grant

Description of the underperformance:		Wiring within switchboard on last project was sub-par		
Aim of the Performance Improvement Plan:		Improved wiring systems within switchboards		
Plan Start Date:		23/11/2020		
Plan End Date:		7/12/2020		
Improvement Objectives <i>What, specifically must the individual do to improve their performance to meet expected standards?</i>	Success Criteria <i>How will you know when the expected standards of performance have been met?</i>	Additional Support Required <i>What additional development or support does the individual require in order that they are able to achieve the expected standards?</i>	Review Schedule <i>When will progress against the improvement objective be reviewed? How will evidence of progress be collected? Who will review progress?</i>	Objective Outcome <i>When will the final review of the plan be undertaken and by whom? What is the final outcome? What action will be taken if expected standards are not met?</i>
Wiring was messy and wiring looms not used	Use of the wiring looms, and neater switchboards	Shown the correct way to use the looms.	Once supervisor has witnessed improvement in test switchboard at workshop.	Final review will take place on the next project, after switchboard has been complete
Wiring was incorrect in some parts	Correct wiring	Retraining on wiring systems. Supervision while wiring.	Once supervisor has witnessed improvement in test switchboard at workshop	Final review will take place on the next project, after switchboard has been complete
<...>	<...>	<...>	<...>	<...>
Project Manager: Mark Allardyce			Date: 22/11/2020	
			Overall outcome if plan objectives are achieved / not achieved: If outcome is not achieved by the review date a written warning will be issued. The next step will be termination.	

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