

Business Leadership L3 Skills Scan

Learning Area	Learning Outcome	Business Administrator - Learning Outcome Description	Learning Outcome	Team Leader - Learning Outcome Description	Limited	Reasonable	High
People and Relationships, Interpersonal Skills & Stakeholders	K3.1	Have a practical knowledge of managing stakeholders and their differing relationships to an organisation	K11	Stakeholder management			
	K3.2	This includes internal and external customers, clients and/or suppliers					
	K3.3	Liaise with internal/external customers, suppliers or stakeholders from inside or outside the UK					
	K3.4	Engage and foster relationships with suppliers and partner organisations					
Problem Analysis, Opportunities & Decision Making	K8.1	Understand relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc	K6	Organisational strategy and objectives and how their role impacts on them			
	K8.2	And the wider business impact	K9	Communication techniques including presentation skills, negotiation and influencing skills			
	K8.3	Where necessary, understand the international/global market in which the employing organisation is placed	K12	Problem-solving and decision-making principles			
			K19	The impact that cross-team working has in the delivery of organisational objectives			
Building a High Performing Team Pt1			K10	Policy and procedure relating to people and organisational culture			
			K17	Leadership and management approaches			
Building a High Performing Team Pt2			K1	Performance management techniques.			
			K2	How to identify the learning needs of others and solutions to address them.			
			K23	Principles of equity, diversity and inclusion in the workplace and their impact on the organisation and the team.			
Operational Plans, Value of Your Skills & Communication	K1.1	Understand organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation	K7	How to manage resources to implement operational and team plans			
	K2.1	Know organisational structure and demonstrate understanding of how your work benefits the organisation	K18	The purpose of their role within the organisation, including their level of responsibility and accountability			
	K2.2	Know how you fit within their team and recognise how your skills can help you to progress your career					
Managing Change and Continuous Improvement			K13	Principles of change management and continuous improvement.			
			K22	Approaches to managing budgets, and options and choices to maximise efficient use of resources.			
Relevant Regulations & Policies	K4.1	Understand laws and regulations that apply to your role including data protection, health & safety, compliance etc					
	K4.2	Support the company in applying the regulations					
	K5.1	Understands the organisation's internal policies and key business policies relating to sector					
Business Fundamentals	K6.1	Understand the applicability of business principals such as managing change, business finances and project management					
Processes	K7.1	Understand the organisation's processes, e.g. making payments or processing customer data					
	K7.2	Be able to review processes autonomously and make suggestions for improvements					
	K7.3	Apply a Solutions-Based approach to improve business processes and helping define procedures					
	K7.4	Understand how to administer billing, process invoices and purchase orders					

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Information Technology and Document Production	S1.1a-e	Skilled in the use of multiple it packages and systems relevant to the organisation in order to: Write letters, e-mails, create proposals, perform financial processes, record and analyse data	K3	Processes and policies which support the delivery of operational requirements			
	S1.2	Examples include MS office or equivalent packages	K5	Relevant regulation, legislation, and compliance that impacts their role and the organisation			
	S1.3	Able to choose the most appropriate it solution to suit the business problem	K15	External factors that affect the workplace, such as sustainability and net carbon zero, and howthey are managed			
	S1.4	Able to update and review databases, record information and produce data analysis where required	K20	How to collate, interpret and communicate data and information to meet the needs of different audiences			
	S2.1a-f	Produce accurate records and documents including: e-mails, letters, files, payments, reports and proposals	K21	The wider social and economic environment in which the organisation operates			
	S2.2	Make recommendations for improvements and present solutions to management	K14	IT and software used to support the activities of the business			
	S2.3	Draft correspondence, write reports and be able to review others' work	S3	Able to collate and interpret data and information and create reports			
	S2.4	Maintain records and files, handle confidential information in compliance with the organisation's procedures	S8	Use technology and software to produce documentation, such as spreadsheets and presentation packages to communicate information			
People and Relationships, Interpersonal Skills & Stakeholders	S2.5	Coach others in the processes required to complete these tasks	S19	Monitor the use of technology and the potential to reduce energy consumption through theiroptimisation in day-to-day tasks, such as reducing the use of paper and switching off items when not in use			
	S4.1	Build and maintain positive relationships within your own team and across the organisation	S9	Manage individual or team performance by setting objectives, monitoring progress, and providing clear guidance and feedback			
	S4.2	Demonstrate ability to influence and challenge appropriately	S15	Manage and maintain relationships with a diverse workforce and stakeholders			
	S4.3	Become a role model to peers and team members, developing coaching skills as you gain area knowledge	S17	Interpret policy and support the delivery of equity, diversity and inclusion in the workplace and monitor their impact on their team			
Problem Analysis, Opportunities & Decision Making			B2	Supports an inclusive culture, treating colleagues and external stakeholders fairly and with respect			
	S3.1	Exercise proactivity and good judgement	S5	Use information and problem-solving techniques to provide solutions and influence the decisionmaking process			
	S3.2	Make effective decisions based on sound reasoning and is able to deal with challenges in a mature way	K16	The impact that internal and external factors such as environmental impacts, have on their role			
	S3.3	Seek advice of more experienced team members when appropriate	S18	Identify future changes in the sector such as technology advances that may impact their organisation			
Building a High Performing Team Pt1			B4	Seeks learning opportunities and continuous professional development			
	S2	Use tools to organise, prioritise and allocate daily and weekly work activities.	B5	Works flexibly and adapts to circumstances			
Building a High Performing Team Pt2			S2	Use tools to organise, prioritise and allocate daily and weekly work activities.			
			B1	Acts professionally, ethically and with integrity			
Operational Plans, Value of Your Skills & Communication			S4	Identify and support the development of the team through informal coaching and continuous professional development.			
			S12	Interpret and apply regulation and legislation, share best practices, and advise stakeholders on their application.			
	S5.1	Demonstrate good communication skills, whether face-To-Face, on the telephone, in writing or on digital platforms	S1	Use resources to implement operational and team plans			
	S5.2	Use the most appropriate channels to communicate effectively	S11	Interpret organisational strategy and communicate how this impacts others			
	S5.3	Demonstrate agility and confidence in communications, carry authority appropriately	S13	Communicate information through different media, such as face-to-face meetings, emails,reports, and presentations to enable key stakeholders to understand what is required			
Managing Change and Continuous Improvement	S5.4	Understand and apply social media solutions appropriately	S14	Collaborate with stakeholders in the organisation to ensure the delivery of operational goals. Professional			
	S5.5	Answers questions from inside and outside of the organisation, representing the organisation or department					
			S7	Review work processes to identify opportunities to improve performance and for continuous improvement.			
Projects			S10	Manage others through change by identifying challenges and the activities to resolve them.			
			S16	Negotiate with and challenge stakeholders to manage change and reduce conflict.			
	S8.1	Use relevant project management principles and tools to scope, plan, monitor and report	K4	Project management tools and techniques			
	S8.2	Plan required resources to successfully deliver projects	K8	Time management and prioritisation tools			
Quality	S8.3	Undertake and leads projects as and when required	S6	Use digital tools for planning and project management to monitor project progress, takingcorrective action to deliver against the project plan			
			B3	Takes accountability and ownership of their tasks and workload			
	S6.1	Completes tasks to a high standard					
	S6.2	Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work					
	S6.3	Be able to review processes autonomously and make suggestions for improvements					
Planning and Organisation	S6.4	Shares administrative best-Practice across the organisation e.g. coaches others to perform tasks correctly					
	S6.5	Apply problem-Solving skills to resolve challenging or complex complaints and be a key point of contact for addressing issues					
	S7.1	Take responsibility for initiating and completing tasks, manage priorities and time in order to successfully meet deadlines					
	S7.2	Positively manage the expectations of colleagues at all levels and set a positive example for others in the workplace					
	S7.3	Make suggestions for improvements to working practice, show understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation)					
	S7.4	Manage resources e.g. equipment or facilities					
	S7.5	Organise meetings and events, take minutes during meetings and create action logs as appropriate					
	S7.6	Take responsibility for logistics e.g. travel and accommodation					

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Interpersonal Skills	B1.1	Behaves in a professional way					
	B1.2a	This includes: Personal presentation					
	B1.2b	Respect					
	B1.2c	Respecting and encouraging diversity to cater for wider audiences					
	B1.2d	Punctuality and attitude to colleagues, customers and key stakeholders					
	B1.4	Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures					
	B5.3	Take initiative to develop own and others' skills and behaviours					
Decision Making	B4.1	Be able to accept and deal with changing priorities related to both your own work and to the organisation					
Integrity	B1	Acts professionally, ethically and with integrity.					
Responsibility	B5.2	Take a clear interest in seeing that projects are successfully completed and customer requests handled appropriately					
Quality	B2.1	Show exemplary qualities that are valued including integrity, reliability, self-Motivation, being pro-Active and a positive attitude					
	B2.2	Motivate others where responsibility is shared					
	B3.1	Take responsibility for your own work, accept feedback in a positive way, use initiative and show resilience					
	B3.2	Also take responsibility for your own development, know when to ask questions to complete a task and inform your line manager when a task is complete					
	B3.3	Perform thorough self-Assessments of your work and comply with the organisation's procedures					
Compliance	B5.1	Demonstrate taking responsibility for team performance and quality of projects delivered					
	B1.3	Adhere to the organisation's code of conduct for professional use of social media					