Manage flexible and remote working arrangements

Overview

This standard is about managing flexible and remote working arrangements. You develop and manage flexible working arrangements through consultation with stakeholders. You match your organisation's strategy and values to flexible working arrangements that support the business and employees. You introduce flexible working, checking that the agreements made are compatible with the team and objectives. The standard includes providing information to staff and considering requests for flexible and remote working. You give specific reasons for refusing requests, and manage any associated appeals, drawing on specialist support when required. You review flexible and remote working policies and arrangements and recommend improvements. You use relevant tools and technologies for managing different teams, including office-based, dispersed, remote or hybrid.
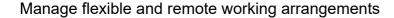
This standard is for all managers and leaders.

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Performance criteria

You must be able to:

1. consult staff, their representatives and other stakeholders in developing and managing flexible and remote working arrangements
2. use relevant tools and technologies for managing different teams, including office-based, dispersed, remote or hybrid
3. evaluate the range of flexible and remote working arrangements and identify those which are consistent with the nature of your organisation's business, its strategy and values
4. evaluate opportunities to introduce flexible and remote working arrangements to support business processes and the achievement of objectives
5. consider the impact of flexible and remote working arrangements on your own work activities, the management of your area and other parts of your organisation
6. introduce flexible and remote working arrangements in consultation with staff, their representatives and other key stakeholders
7. confirm that flexible and remote working arrangements are compatible with the workload of the team and the achievement of objectives
8. provide your organisation's flexible and remote working policy to staff
9. confirm that staff understand their rights under flexible and remote working legislation and the flexible working arrangements
10. consider requests for flexible and remote working from staff and seek to accommodate these, where possible
11. agree to trial and review flexible and remote working arrangements, when required
12. state specific reasons if you decide to refuse a flexible and remote working request, ensuring these reasons are consistent with your organisation's policy and legal requirements
13. manage appeals to decisions to refuse a flexible and remote working request in line with your organisation's policy and legal requirements
14. arrange support from specialists, where necessary
15. review flexible and remote working arrangements to recommend improvements
16. follow the industry legal, organisational, codes of practice and policies relevant to your role in managing flexible and remote working

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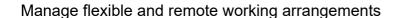## Knowledge and understanding

You need to know and understand:

General knowledge and understanding

1.   how to engage members of staff, their representatives and other stakeholders in developing, managing and reviewing flexible and working arrangements

2.   the range of flexible and remote working arrangements (full time, part time, flexi-time, time off in lieu, job sharing, annual hours, etc) and where employees work (home working, tele-working, hot-desking, etc).

3.   the relevant tools and technologies for managing different teams, including office-based, dispersed, remote or hybrid

4.   the features and benefits of flexible and remote working to individuals and organisations

5.   the principles, methods and technologies of communication

6.   how to consult with staff, their representatives and other key stakeholders about flexible and remote working arrangements

7.   how to evaluate requests for flexible and remote working and identify ways of accommodating these

8.   the importance of considering requests for flexible and remote working from a whole team impact perspective

9.   the legitimate reasons for refusing requests for flexible and remote working and how to give feedback on decisions to individuals

Industry and sector specific knowledge and understanding

10.   the industry and sector requirements for consultation with employees and their representatives

11. follow the industry legal, organisational, codes of practice and policies relevant to your role in managing flexible and remote working

Context specific knowledge and understanding

12. the employees within your area of work, their roles, responsibilities, competences and potential

13. your organisation's flexible and remote working policy and the flexible working arrangements available within this policy

14. your organisation's business, strategy and values and how flexible working can support the achievement of objectives

15. your organisation's stakeholders, their interests and commitment to flexible and remote working

16. the sources of internal and external specialist support available to you within your role to make decisions and deal with appeals related to flexible and remote working

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Skills

1. Problem solving
2. Team building
3. Thinking creatively
4. Valuing and supporting members of staff

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