

Overview

1. comply with all relevant legal, professional, and organisational policies, procedures and guidelines in relation to negotiating on behalf of clients
2. identify and review requirements of clients in line with their expressed needs and preferences
3. identify suitable negotiation strategies to achieve clients' needs
4. prepare options on behalf of clients to meet their requirements
5. make appropriate offers to other parties in line with agreement of clients
6. assess how far responses to offers meet the needs of clients
7. consult with clients on offers that have been received
8. provide information and discuss next stages in negotiations with clients
9. incorporate details into agreements that meet the needs of clients
10. check that agreements can be implemented in line with organisational requirements and remit
11. confirm agreements with clients at appropriate points in the negotiation process
12. record details of negotiations in line with organisational and legal requirements

Performance criteria

You must be able to:

1. legislation, codes of practice, organisational, policies and procedures in relation to negotiating on behalf of clients
2. the importance of complying with relevant legal, professional and organisational, policies, procedures and guidelines
3. different methods of communication and how to adapt them to suit the needs, preferences, and accessibility requirements of clients, ensuring inclusive practices.
4. how to obtain information on clients' requirements
5. types of negotiation strategies suitable for different types of issues
6. how to prepare offers for clients over a period of time and when to present new offers to them
7. how to assess offers received for clients and what different offers might signify
8. when to consult with clients
9. potential next stages in negotiations and when to conclude them
10. different types and formats of agreements and detail to be included within them
11. how to check feasibility of agreements and factors that might affect clients
12. level of detail clients require in relation to the negotiation process
13. types of change to agreements that might be required and supporting documentation that would be required
14. organisational and legal recording requirements, including how to store recorded information securely
15. workplace requirements on equity, equality, diversity and inclusion.
16. trauma informed principles and safeguarding requirements