

# Explanation of Work Roles

## Colour Sets



**Blue Work** refers to tasks that a jobholder has to carry out in a prescribed way to an approved standard.

Example: Machining an engineering component to a specification with tight tolerances.



**Green Work** refers to tasks that can vary according to the reactions and needs of others,

Example: Helping the hotel services manager at times of peak occupancy



**Yellow Work** involves individual responsibility for meeting an objective. Exactly how the work is done does not matter too much as long as the goal is achieved.

Example: Initiating procedures to reduce re-working costs by 15% over the next 12 months



**Orange Work** involves shared rather than individual responsibility for achieving the objective

Example: Co-ordinating a management team in a hospital where policies are needed for making better use of limited resources.



**Grey Work** relates to work that is incidental to the job. It has much in common with Green Work in so far as it often involves responding to situational needs. Grey Work however is not formerly covered by duties described in any of the four core categories of Workset.

Example: A secretary is diverted to help another executive with matters not covered in a job definition.



**White Work** has to do with any new or creative undertaking that lies outside the Jobholder's formal duties but which can or does lead to improvements.

Example: A salesperson analyses what influences customers when deciding to place repeat orders and as a result devises a new telephone follow-up procedure.



**Pink Work** demands the presence of the Jobholder but leads to no useful results. Time is considered by the Jobholder to be largely wasted.

Example: A Jobholder is regularly required to attend meetings where nothing new is learnt and no contribution to decision making is encouraged.