
Overview

This standard is about managing an office facility. It includes providing and maintaining office equipment, resources and facilities to meet the needs of office users, solving problems and ensuring that health and safety requirements are met. It is for administrators who have responsibility for managing office facilities.

**Performance
criteria**

- You must be able to:*
- P1 co-ordinate the use of office resources to meet users' needs
 - P2 implement, communicate, review and evaluate office systems and procedures
 - P3 make sure office facilities and equipment are maintained and work to meet expectations of the users
 - P4 organise repairs or replacements to the office facility and equipment when necessary
 - P5 make sure office environment is conducive to productive working
 - P6 build and maintain relationships with internal and external customers and with suppliers
 - P7 maintain health, safety and security of office users
 - P8 identify, analyse and solve problems with the office facility
 - P9 provide information and guidance on office facilities and equipment
 - P10 agree priorities with users
 - P11 control use of office facilities

Knowledge and understanding

You need to know and understand:

- K1 the range of office facilities, equipment and resources and what they can be used for
- K2 the purpose and benefits of identifying and regularly reviewing the needs of office users
- K3 the types of office systems and procedures appropriate to own responsibilities and their purpose
- K4 how to develop office systems and procedures appropriate to own responsibilities
- K5 how to monitor, review and evaluate office systems and procedures, taking account of feedback from users
- K6 how to make sure office facilities and equipment are maintained and work to meet expectations of the users
- K7 how to identify and organise repair or replacements of office facilities and equipment
- K8 the purpose and benefits of building relationships with internal and external customers and suppliers, and how to do so
- K9 the main health, safety, security and access requirements important to an office environment and own responsibilities in relation to these
- K10 the types of problems that arise when managing an office facility
- K11 how to identify problems when they arise, analyse these problems and develop a strategy to solve these problems
- K12 the types of activities to monitor in order to control office facilities

Additional Information

Skills

1. checking
2. communicating
3. developing others
4. evaluating
5. interpersonal skills
6. managing time
7. negotiating
8. planning
9. monitoring
10. problem-solving
11. organising
12. prioritising

Links to other NOS Business Support Services

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Manage and office facility

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