

## 303 Supervise an office facility

### Summary

Maintain office equipment, resources and facilities to meet the needs of users.

You will apply the following skills:

- Negotiating
- Managing time
- Planning
- Monitoring
- Organising
- Prioritising
- Communicating
- Developing others
- Evaluating
- Problem solving
- Checking
- Interpersonal skills

### Performance Indicators

You will:

1. Agree and maintain office facilities
2. Supervise the use of office resources
3. Use and review office systems and procedures
4. Make sure office equipment is serviceable
5. Build and maintain relationships with suppliers
6. Contribute to reviewing the office environment in line with health, safety and security policy
7. Resolve problems effectively
8. Provide information and guidance on office facilities
9. Communicate priorities to users
10. Monitor the use of office facilities

### Knowledge

You will know:

1. Why it is important to maintain an effective and efficient office facility
2. The range of office facilities, equipment and resources and what they can be used for
3. Why it is important to identify and regularly review the needs of office users and the methods you can use
4. Why office systems and procedures are important
5. The types of office systems and procedures that are appropriate to your responsibilities
6. Why it is important to communicate office systems and procedures and provide users with information, guidance and support
7. Why it is important to build relationships with suppliers and how to do so
8. Why health, safety and security are important to the office environment
9. The main health, safety and security requirements that are important to an office environment
10. The types of problems that arise when supervising an office facility and how to deal with them
11. Why it is important to monitor office facilities and the types of activities you should monitor for