

403 Manage an office facility

Summary

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

You will apply the following skills:

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

Performance Indicators

You will:

1. Provide and maintain office facilities and equipment to meet the needs of users
2. Coordinate the use of office resources
3. Implement, communicate, review and evaluate office systems and procedures
4. Make sure office facilities and equipment are effective and efficient
5. Ensure the office environment is conducive to productive working
6. Build and maintain relationships with internal and external customers and suppliers
7. Maintain the health, safety and security of office users
8. Identify, analyse and solve problems effectively
9. Provide information and guidance on office facilities and equipment
10. Agree priorities with users
11. Control use of office facilities

Knowledge

You will know:

1. Why it is important to provide and 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 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. How to develop office systems and procedures appropriate to your responsibilities
7. Why it is important to communicate office systems and procedures and provide users with information, guidance and support
8. How to monitor, review and evaluate office systems and procedures
9. How to ensure that office facilities and equipment are effective and efficient
10. Why it is important to build relationships with internal and external customers and suppliers and how to do so
11. Why health, safety and security are important to the office environment
12. The main health, safety and security requirements that are important to an office environment and your responsibilities in relation to these
13. The types of problems that arise when managing an office facility
14. How to identify problems when they arise, analyse these problems and develop a strategy to solve these problems
15. Why it is important to control office facilities and the types of activities you should monitor for