Overview   This standard is about proposing, agreeing and designing administrative services to meet specified needs. It includes working with users to develop requirements for administrative services, agreeing specifications and budgets and consulting with users on design options. It is for administrators who are responsible for proposing and designing administrative services.

Propose and design administrative services

Performance criteria	**Make proposals for administrative services**

You must be able to:

P1   encourage users to comment on the effectiveness of administrative services

P2   identify administrative services that could be developed and the benefits that could follow

P3   suggest possible developments and take feedback into account

P4   work with users to agree requirements for administrative services and the systems and procedures needed to support them

P5   develop specifications which are consistent with the user and legal and organisational requirements

P6   agree specifications and budgets for administrative services

P7   record agreed specifications in sufficient detail for administrative services to be designed

Design administrative services

You must be able to:

P8   produce design options for administrative services consistent with agreed specifications and budgets

P9   consult with people when developing different design options

P10   make sure the design options conform with legal requirements

P11   make sure design options are in line with organisational policies and objectives

P12   present design options in a form and style to help users and decision-makers understand

P13   assess design options' strengths and weaknesses

P14   provide sufficient information and advice to enable agreement of a final design

P15   record the final design in sufficient detail for implementation

Propose and design administrative services

Knowledge and understanding

You need to know and understand:

K1 the administrative services in own area of responsibility

K2 the organisation's policies and procedures that affect administrative services and their development in own area of responsibility

K3 the legal and regulatory requirements relevant to the organisation's administrative services

K4 the limits of own job role in relation to the development of administrative services in the organisation

K5 how to develop systems and procedures that make sure administrative services achieve required outcomes

K6 how to encourage users to comment on the effectiveness of administrative services

K7 how to use information to evaluate administrative services

K8 how to identify possible improvements in administrative services and the benefits that could arise

K9 who to contact for advice when developing specifications for and designing administrative services

K10 how to develop detailed specifications and budgets for administrative services

K11 the purpose of keeping full and accurate records when developing specifications for administrative services

K12 the benefits of developing a range of options for the design of administrative services and how to do so

K13 who should be consulted with and how to organise this consultation

K14 the types of information and advice that people may need to reach a decision on design options

K15 how to produce designs which reflect realistic timescales and costs

K16 how to negotiate designs and specifications with users and decision-makers

Additional Information

Skills
1. checking
2. communicating
3. listening
4. making proposals
5. managing information
6. managing time
7. negotiating
8. planning
9. questioning

Links to other NOS   Business Support Services

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Propose and design administrative services

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