Overview

This standard is about planning, implementing and monitoring administrative services to meet specified needs, recommending improvements where necessary. It includes working with users as part of the planning process, checking that services are being used correctly and responding to valid feedback. It is for administrators who have responsibility for implementing, monitoring and maintaining administrative services.

Implement, monitor and maintain administrative services

Performance criteria

You must be able to:

P1   involve users in planning how administrative services will be implemented

P2   negotiate and agree plans for implementing administrative services

P3   communicate plans to those involved

P4   amend plans to take account of feedback and communicate any changes to those involved

P5   make sure those involved in the implementation understand the implications for their work

P6   check plans conform to legal and regulatory requirements

P7   provide support to users to enable them to use administrative services and systems

P8   plan and take action to minimise disruptions to work output and the working environment during the implementation

P9   implement administrative services according to agreed plans

P10 check that administrative services are being used correctly

P11 take appropriate action where administrative services are not being used correctly

P12 use appropriate methods to encourage users to comment on administrative services and to suggest how they could be improved

P13 collect valid and reliable information which is sufficient to allow evaluation of administrative services

P14 make improvements to the administrative services within own area of authority and in line with legal and regulatory requirements

P15 communicate improvements to all involved

P16 make recommendations for improvements to services which are beyond the limits of own authority

Implement, monitor and maintain administrative services

Knowledge and understanding

You need to know and understand:

K1   the limits of own area of authority in relation to the implementation, monitoring, maintenance and improvement of administrative services

K2   who may be involved in implementing or making changes to administrative services in own area of responsibility

K3   who may be affected by changes to existing administrative services or the implementation of new ones in own area of responsibility

K4   how to communicate implementation plans and changes to administrative services to those involved

K5   the legal and regulatory requirements relevant to administrative services

K6   how to involve people in planning how to implement administrative services

K7   how to develop plans for implementation

K8   how to negotiate and agree plans and changes with people

K9   the types of support available and how to choose and provide the most appropriate type of support to users of administrative services

K10   how to identify possible disruptions to work output and the working environment

K11   what types of action to take if services are not being used correctly, and how to decide the appropriate action to take

K12   the methods available to encourage users to comment and make suggestions, and how to choose appropriate methods

K13   how to collect valid and reliable information on the use of administrative services

K14   how to use information to evaluate the effectiveness of administrative services

K15   the appropriate person to whom recommendations for improvements should be made

Additional Information

Skills

1. checking
2. communicating
3. consulting
4. decision-making
5. listening
6. managing information
7. managing time
8. negotiating
9. planning
10. reading
11. researching
12. using technology
13. questioning

Links to other NOS   Business Support Services

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