

S406: Manage an office facility

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

Links: Business Support Services

Specific skills:

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

Performance Indicators

1. Co-ordinate the use of office resources to meet users' needs
2. Implement, communicate, review and evaluate office systems and procedures
3. Make sure office facilities and equipment are maintained and work to meet expectations of the users
4. Organise repairs or replacements to the office facility and equipment when necessary
5. Make sure office environment is conducive to productive working
6. Build and maintain relationships with internal and external customers and with suppliers
7. Maintain health, safety and security of office users
8. Identify, analyse and solve problems with the office facility
9. Provide information and guidance on office facilities and equipment
10. Agree priorities with users
11. Control use of office facilities

Knowledge & Understanding

- A. The purpose and benefits of providing and maintaining an office facility that caters for the needs of its users in line with agreed budget
- B. The range of office facilities, equipment and resources and what they can be used for
- C. The purpose and benefits of identifying and regularly reviewing the needs of office users
- D. The purpose of office systems and procedures
- E. The types of office systems and procedures appropriate to own responsibilities
- F. How to develop office systems and procedures appropriate to own responsibilities
- G. The purpose of communicating office systems and procedures and providing users with information, guidance and support
- H. How to monitor, review and evaluate office systems and procedures, taking account of feedback from users
- I. How to make sure office facilities and equipment are maintained and work to meet expectations of the users
- J. How to identify and organise repair or replacements of office facilities and equipment
- K. The purpose and benefits of building relationships with internal and external customers and suppliers, and how to do so
- L. The main health, safety, security and access requirements important to an office environment and own responsibilities in relation to these
- M. The types of problems that arise when managing an office facility
- N. How to identify problems when they arise, analyse these problems and develop a strategy to solve these problems
- O. The purpose and benefits of controlling office facilities and types of activities to monitor