S407: Propose and design administrative services

Overview: Propose, agree and design administrative services to meet specified needs.

Links: Business Support Services

Specific skills:
- Checking
- Managing information
- Questioning
- Communicating
- Managing time
- Listening
- Negotiating
- Making proposals
- Planning

Performance Indicators

Make proposals for administrative services

1. Encourage users to comment on the effectiveness of administrative services
2. Identify administrative services that could be developed and the benefits that could follow
3. Suggest possible developments and take feedback into account
4. Work with users to agree requirements for administrative services and the systems and procedures needed to support them
5. Develop specifications which are consistent with the user and legal and organisational requirements
6. Agree specifications and budgets for administrative services
7. Record agreed specifications in sufficient detail for administrative services to be designed

Design administrative services

8. Produce design options for administrative services consistent with agreed specifications and budgets
9. Consult with people when developing different design options
10. Make sure the design options conform with legal requirements
11. Make sure design options are in line with organisational policies and objectives
12. Present design options in a form and style to help users and decision-makers understand
13. Assess design options' strengths and weaknesses
14. Provide sufficient information and advice to enable agreement of a final design
15. Record the final design in sufficient detail for implementation

Knowledge & Understanding

A. The administrative services in own area of responsibility
B. The purpose and benefits of reviewing administrative services and making appropriate improvements
C. The organisation's policies and procedures that affect administrative services and their development in own area of responsibility
D. The legal and regulatory requirements relevant to the organisation's administrative services
E. The limits of own job role in relation to the development of administrative services in the organisation
F. How to develop systems and procedures that make sure administrative services achieve required outcomes
G. Who the users of administrative services are in the organisation
H. Who the decision-makers for administrative services are in the organisation
I. How to encourage users to comment on the effectiveness of administrative services
J. How to use information to evaluate administrative services
K. How to identify possible improvements in administrative services and the benefits that could arise
L. Who to contact for advice when developing specifications for and designing administrative services
M. The purpose and benefits of developing detailed specifications for administrative services
N. How to develop detailed specifications and budgets for administrative services
O. The purpose of keeping full and accurate records when developing specifications for administrative services
P. The benefits of developing a range of options for the design of administrative services
Q. How to develop design options
R. The purpose and benefits of consulting on design options
S. Who should be consulted with and how to organise this consultation
T. The types of information and advice that people

may need to reach a decision on design options

U. The purpose and benefits of producing designs which reflect realistic timescales and costs and how to do so

V. How to negotiate designs and specifications with users and decision-makers