S409: Implement, monitor and maintain administrative services

Overview: Plan, implement and monitor administrative services to meet specified needs and recommend improvements where necessary.

Links: Business Support Services

Specific skills:
- Checking
- Listening
- Planning
- Using technology
- Communicating
- Managing information
- Questioning
- Consulting
- Managing time
- Reading
- Decision-making
- Negotiating
- Researching

Performance Indicators

1. Involve users in planning how administrative services will be implemented
2. Negotiate and agree plans for implementing administrative services
3. Communicate plans to those involved
4. Amend plans to take account of feedback and communicate any changes to those involved
5. Make sure those involved in the implementation understand the implications for their work
6. Check plans conform to legal and regulatory requirements
7. Provide support to users to enable them to use administrative services and systems
8. Plan and take action to minimise disruptions to work output and the working environment during the implementation
9. Implement administrative services according to agreed plans
10. Check that administrative services are being used correctly
11. Take appropriate action where administrative services are not being used correctly
12. Use appropriate methods to encourage users to comment on administrative services and to suggest how they could be improved
13. Collect valid and reliable information which is sufficient to allow evaluation of administrative services
14. Make improvements to the administrative services within own area of authority and in line with legal and regulatory requirements
15. Communicate improvements to all involved
16. Make recommendations for improvements to services which are beyond the limits of own authority

Knowledge & Understanding

A. The limits of own area of authority in relation to the implementation, monitoring and maintenance of administrative services
B. Who may be involved in implementing or making changes to administrative services in own area of responsibility
C. The benefits of having systems and procedures to support administrative services
D. Who may be affected by changes to existing administrative services or the implementation of new ones in own area of responsibility
E. How to communicate implementation plans and changes to administrative services to those involved
F. The legal and regulatory requirements relevant to administrative services
G. The purpose and benefits of involving people in planning how administrative services will be implemented
H. How to involve people in planning how to implement administrative services
I. How to develop plans for implementation
J. How to negotiate and agree plans and changes with people
K. The purpose of providing support to users of administrative services
L. The types of support available and how to choose and provide the most appropriate type of support to users of administrative services
M. How to identify possible disruptions to work output and the working environment
N. The purpose of checking administrative services to make sure they are being used correctly
O. What types of action to take if services are not being used correctly, and how to decide the appropriate action to take
P. The methods available to encourage users to comment and make suggestions, and how to choose appropriate methods
Q. How to collect valid and reliable information on the use of administrative services
R. How to use information to evaluate the effectiveness of administrative services
S. The limits of own area of authority with regard to making improvements

T. The appropriate person to whom recommendations for improvements should be made