
Overview

This standard is about maintaining office equipment, resources and facilities to meet the needs of office users. It includes identifying and agreeing the needs of office users, reviewing systems and procedures and identifying equipment in need of repair and replacement. It is for administrators who have responsibility for supervising office resources.

**Performance
criteria**

- You must be able to:*
- P1 identify and agree the needs of office facility users
 - P2 maintain office facilities and equipment to meet the needs of users and keep within agreed budget(s)
 - P3 supervise the use of office resources
 - P4 use and review office systems and procedures
 - P5 make sure office equipment is working efficiently
 - P6 identify office facilities and equipment in need of repair or replacement
 - P7 build and maintain relationships with suppliers
 - P8 contribute to reviewing the office environment in line with health, safety and security policy
 - P9 resolve problems in a timely manner
 - P10 provide information and guidance on office facilities
 - P11 communicate priorities to office facility users
 - P12 monitor the use of office facilities

Knowledge and understanding

You need to know and understand:

- K1 the range of office facilities, equipment and resources and what they can be used for
- K2 the purpose and value of identifying and regularly reviewing the needs of office users and methods used
- K3 how to identify office facilities and equipment in need of repair or replacement
- K4 the types of office systems and procedures appropriate to own responsibilities
- K5 the purpose and benefits of building relationships with suppliers, and how to do so
- K6 why health, safety and security are important to an office environment
- K7 the main health, safety and security requirements that are important to an office environment
- K8 the types of problems that arise when supervising an office facility and how to deal with them
- K9 the purpose and benefits of monitoring office facilities and the types of activities to monitor

Additional Information

Skills

1. checking
2. communicating
3. developing others
4. evaluating
5. interpersonal skills
6. managing time
7. negotiating
8. planning
9. monitoring
10. problem-solving
11. organising
12. prioritising

Links to other NOS Business Support Services

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Supervise an office facility

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