

S322: Supervise an office facility

Overview: 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. Identify and agree the needs of office facility users
2. Maintain office facilities and equipment to meet the needs of users and keep within agreed budget(s)
3. Supervise the use of office resources
4. Use and review office systems and procedures
5. Make sure office equipment is working efficiently
6. Identify office facilities and equipment in need of repair or replacement
7. Build and maintain relationships with suppliers
8. Contribute to reviewing the office environment in line with health, safety and security policy
9. Resolve problems in a timely manner
10. Provide information and guidance on office facilities
11. Communicate priorities to office facility users
12. Monitor the use of office facilities

Knowledge & Understanding

- A. The benefits of providing and maintaining an office facility that caters for the needs of its users in line with agreed budget(s)
- B. The range of office facilities, equipment and resources and what they can be used for
- C. The purpose and value of identifying and regularly reviewing the needs of office users and methods used
- D. The purpose of office systems and procedures
- E. How to identify office facilities and equipment in need of repair or replacement
- F. The types of office systems and procedures appropriate to own responsibilities
- G. The purpose and benefits of building relationships with suppliers, and how to do so
- H. Why health, safety and security are important to an office environment
- I. The main health, safety and security requirements that are important to an office environment
- J. The types of problems that arise when supervising an office facility and how to deal with them
- K. The purpose of communicating office systems and procedures and providing users with information, guidance and support
- L. The purpose and benefits of monitoring office facilities and the types of activities to monitor