
Overview

This standard is about proposing, agreeing and designing administrative services to meet specified needs. It includes working with users to develop requirements for administrative services, agreeing specifications and budgets and consulting with users on design options. It is for administrators who are responsible for proposing and designing administrative services.

Performance criteria

Make proposals for administrative services

- You must be able to:*
- P1 encourage users to comment on the effectiveness of administrative services
 - P2 identify administrative services that could be developed and the benefits that could follow
 - P3 suggest possible developments and take feedback into account
 - P4 work with users to agree requirements for administrative services and the systems and procedures needed to support them
 - P5 develop specifications which are consistent with the user and legal and organisational requirements
 - P6 agree specifications and budgets for administrative services
 - P7 record agreed specifications in sufficient detail for administrative services to be designed

Design administrative services

- You must be able to:*
- P8 produce design options for administrative services consistent with agreed specifications and budgets
 - P9 consult with people when developing different design options
 - P10 make sure the design options conform with legal requirements
 - P11 make sure design options are in line with organisational policies and objectives
 - P12 present design options in a form and style to help users and decision-makers understand
 - P13 assess design options' strengths and weaknesses
 - P14 provide sufficient information and advice to enable agreement of a final design
 - P15 record the final design in sufficient detail for implementation

Knowledge and understanding

You need to know and understand:

- K1 the administrative services in own area of responsibility
- K2 the organisation's policies and procedures that affect administrative services and their development in own area of responsibility
- K3 the legal and regulatory requirements relevant to the organisation's administrative services
- K4 the limits of own job role in relation to the development of administrative services in the organisation
- K5 how to develop systems and procedures that make sure administrative services achieve required outcomes
- K6 how to encourage users to comment on the effectiveness of administrative services
- K7 how to use information to evaluate administrative services
- K8 how to identify possible improvements in administrative services and the benefits that could arise
- K9 who to contact for advice when developing specifications for and designing administrative services
- K10 how to develop detailed specifications and budgets for administrative services
- K11 the purpose of keeping full and accurate records when developing specifications for administrative services
- K12 the benefits of developing a range of options for the design of administrative services and how to do so
- K13 who should be consulted with and how to organise this consultation
- K14 the types of information and advice that people may need to reach a decision on design options
- K15 how to produce designs which reflect realistic timescales and costs
- K16 how to negotiate designs and specifications with users and decision-makers

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Propose and design administrative services

Additional Information

Skills

1. checking
2. communicating
3. listening
4. making proposals
5. managing information
6. managing time
7. negotiating
8. planning
9. questioning

Links to other NOS Business Support Services

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