

CFABAA122

Implement, monitor and maintain administrative services



Overview

This standard is about planning, implementing and monitoring administrative services to meet specified needs, recommending improvements where necessary. It includes working with users as part of the planning process, checking that services are being used correctly and responding to valid feedback. It is for administrators who have responsibility for implementing, monitoring and maintaining administrative services.

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Performance criteria

- You must be able to:*
- P1 involve users in planning how administrative services will be implemented
 - P2 negotiate and agree plans for implementing administrative services
 - P3 communicate plans to those involved
 - P4 amend plans to take account of feedback and communicate any changes to those involved
 - P5 make sure those involved in the implementation understand the implications for their work
 - P6 check plans conform to legal and regulatory requirements
 - P7 provide support to users to enable them to use administrative services and systems
 - P8 plan and take action to minimise disruptions to work output and the working environment during the implementation
 - P9 implement administrative services according to agreed plans
 - P10 check that administrative services are being used correctly
 - P11 take appropriate action where administrative services are not being used correctly
 - P12 use appropriate methods to encourage users to comment on administrative services and to suggest how they could be improved
 - P13 collect valid and reliable information which is sufficient to allow evaluation of administrative services
 - P14 make improvements to the administrative services within own area of authority and in line with legal and regulatory requirements
 - P15 communicate improvements to all involved
 - P16 make recommendations for improvements to services which are beyond the limits of own authority

Knowledge and understanding

You need to know and understand:

- K1 the limits of own area of authority in relation to the implementation, monitoring, maintenance and improvement of administrative services
- K2 who may be involved in implementing or making changes to administrative services in own area of responsibility
- K3 who may be affected by changes to existing administrative services or the implementation of new ones in own area of responsibility
- K4 how to communicate implementation plans and changes to administrative services to those involved
- K5 the legal and regulatory requirements relevant to administrative services
- K6 how to involve people in planning how to implement administrative services
- K7 how to develop plans for implementation
- K8 how to negotiate and agree plans and changes with people
- K9 the types of support available and how to choose and provide the most appropriate type of support to users of administrative services
- K10 how to identify possible disruptions to work output and the working environment
- K11 what types of action to take if services are not being used correctly, and how to decide the appropriate action to take
- K12 the methods available to encourage users to comment and make suggestions, and how to choose appropriate methods
- K13 how to collect valid and reliable information on the use of administrative services
- K14 how to use information to evaluate the effectiveness of administrative services
- K15 the appropriate person to whom recommendations for improvements should be made

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Additional Information

Skills

1. checking
2. communicating
3. consulting
4. decision-making
5. listening
6. managing information
7. managing time
8. negotiating
9. planning
10. reading
11. researching
12. using technology
13. questioning

Links to other NOS Business Support Services

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