

Overview

This standard is about carrying out and maintaining administrative services. These services aim to meet specified needs, recommending improvements, where necessary. It includes working with users as part of design, planning and implementation process, checking that services are being used within specifications while seeing feedback to meet the requirements. This is a cyclical activity with many iterative loops, so the performance criteria are not necessarily in chronological order. For example, it may be necessary to review and evaluate certain administrative services, before designing new ones.

It is for business administration professionals in supervisory or managerial roles who have responsibility for carrying out and maintaining administrative services.

Performance criteria

You must be able to:

1. identify administrative services for planning and implementation
2. develop and record specifications in accordance with legal and organisational requirements
3. agree specifications and budgets for administrative services
4. produce design options for administrative services within agreed specifications and budgets
5. agree plans for implementation of administrative services
6. check that plans conform to legal and regulatory requirements
7. implement administrative services in accordance with agreed plans
8. involve users in planning how administrative services will be implemented
9. work with users to meet requirements for administrative services, systems and procedures to support them
10. provide support to users to enable them to use administrative services
11. take action to minimise disruptions to work output and the working environment during the implementation
12. monitor the administrative services to ensure these are being used within specified requirements
13. take the action where administrative services are not being used within the requirements
14. encourage users to comment on administrative services and suggest how they could be improved
15. collect the relevant information for evaluation of administrative services
16. make improvements to the administrative services in accordance with legal and regulatory requirements
17. communicate the administrative services' improvements to all involved

Carry out and maintain administrative services

Knowledge and understanding

You need to know and understand:

1. the administrative services in own area of responsibility
2. the specifications and budgets for administrative services
3. the legal and regulatory requirements for administrative services
4. the levels of own authority in relation to the implementation, monitoring and maintenance of administrative services
5. how to agree specifications and budgets for administrative services
6. how to develop plans for implementation of administrative services
7. the relevant users for implementation and maintenance of administrative services
8. how to provide support in planning and implementation of administrative services
9. the types of support available and how to choose and provide the most appropriate type of support to users of administrative services
10. how to identify possible disruptions to work output and the working environment
11. how to monitor the administrative services within specified requirements
12. the actions to take if services are not being used within the requirements
13. how to encourage users to comment and suggest improvements to the administrative services
14. how to collect the information for evaluation of administrative services
15. the required changes to existing administrative services or the implementation of new ones
16. how to identify possible improvements in administrative services and the benefits that could arise
17. the relevant members of staff for communicating the improvements

Skills

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

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