

Overview

This standard is about managing office facilities, resources and equipment to meet the needs of office users. It includes identifying and agreeing the needs of office users and reviewing systems and procedures. You will also maintain office equipment, identifying equipment that requires repair or replacement. You solve problems related to facilities, resources and equipment, ensuring that legal, organisational health, safety and security requirements are met. You also handle and store products safely and securely, keeping accurate records of stock levels. You dispose of unwanted or damaged products safely, in line with organisational policy and procedures.

It is for professionals in business administration roles who have responsibility for managing office facilities, resources and equipment.

Performance criteria

You must be able to:

1. identify and agree the needs of office facility users
2. develop office systems and procedures
3. maintain office facilities, resources and equipment to meet the needs of users
4. maintain resources and equipment to meet the needs of users
5. provide an office environment conducive to productive working
6. communicate priorities to office facility users
7. monitor the use of office facilities
8. monitor expenditure to keep within agreed budgets
9. supervise the use of office resources and equipment
10. use office systems in accordance with your organisational procedures
11. check that office equipment is working efficiently
12. identify office facilities and equipment in need of repair or replacement
13. organise repairs or replacements to the office facilities and equipment when necessary
14. analyse problems with the office facilities
15. resolve problems within defined organisational timescales
16. provide information and guidance on office facilities
17. accept orders and check products and services against the order
18. maintain stock to your organisation's specified levels
19. handle stock safely and securely to maintain its condition
20. store stock safely and securely to maintain its condition
21. carry out stock-takes and report any problems
22. re-order stock from suppliers
23. dispose of unwanted or damaged stock items safely, following organisational procedures and legal requirements
24. provide information and guidance on office resources and equipment
25. co-ordinate the use of office resources to meet users' needs
26. evaluate office systems and procedures and make improvement recommendations
27. rearrange systems and procedures to make improvements
28. build relationships with internal and external customers and suppliers
29. maintain relationships with internal and external customers and suppliers
30. maintain the health, safety and security of office users following organisational

procedures

Knowledge and understanding

You need to know and understand:

1. the range of office facilities, equipment and resources and what they can be used for
2. the methods used to regularly review the needs of office users to meet their needs
3. the ways that office systems can be developed to meet user needs
4. the types of information provided to users to help them use the office systems in line with organisational procedures
5. how to maintain office facilities, resources and equipment to meet expectations of the users
6. the types of activities to monitor to control office facilities
7. how to identify office facilities, resources and equipment in need of repair or replacement
8. how to organise repair or replacements of office facilities, resources and equipment in line with organisational timescales
9. the types of office systems and procedures appropriate to your responsibilities and their purpose
10. the budgets available to manage the office systems and how to monitor expenditure
11. the main health, safety and security legal and organisational requirements that apply in an office environment and why they are important
12. how to monitor office facilities and the types of activities to monitor
13. how to develop office systems and procedures appropriate to own responsibilities
14. how to review office systems and procedures, taking account of feedback from users
15. how to evaluate office systems and procedures to make recommendations for continuous improvements
16. the purpose and benefits of building relationships with internal and external customers and suppliers
17. the methods used to build relationships with internal and external customers and suppliers
18. the checking and ordering procedures of products and services

Manage office facilities, resources and equipment

19. how to maintain stock to your organisation's specified levels
20. the safety procedures for handling stock safely and securely
21. how to maintain the stock in its condition
22. the methods of keeping stock-takes
23. how to re-order stock from suppliers
24. the disposal procedures of unwanted or damaged stock items
25. the main health, safety, security and access requirements important to an office environment
26. your responsibilities for health, safety, security and access requirements
27. how to identify and document problems when they arise, following organisational procedures
28. how to analyse problems and develop a strategy to solve them
29. the legal, organisational, codes of practice and policies relevant to your role and the activities being carried out

Skills

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

INSBA023



Manage office facilities, resources and equipment

Developed by	Skills CFA
Version Number	1
Date Approved	08 Feb 2021
Indicative Review Date	01 Mar 2026
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	CFABAA118, CFABAA119
Relevant Occupations	Administration, Administration and Secretarial Occupations, Business, Business and Related Associate Professionals, Administration and Law
Suite	Business and Administration
Keywords	Business; administration; office equipment
