

## Unit 401

## Manage the work of an administrative function

<b>UAN:</b>	<b>T/506/1946</b>
<b>Level:</b>	4
<b>Credit value:</b>	5
<b>GLH:</b>	27
<b>Relationship to NOS:</b>	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"><li>• CFABAA118 Manage an office facility</li></ul>
<b>Assessment requirements specified by a sector or regulatory body:</b>	Skills CFA Assessment Strategy Competence units (S/NVQ)
<b>Aim:</b>	This unit aims to develop the knowledge and skills required to manage the work of an administrative function. Upon completion of this unit, learners will have developed an understanding of the management of an administrative function. Learners will be able to organise the work of an administrative function and will be able to manage administrative workflows.

<b>Learning outcome</b>
The learner will: 1. Understand the management of an administrative function.
<b>Assessment criteria</b>
The learner can: 1.1 evaluate the way in which the purpose and values of an organisation affect the design and delivery of administrative services 1.2 analyse the role of IT systems in the delivery of administrative services 1.3 explain how budgetary constraints affect administrative functions 1.4 analyse techniques to manage team members 1.5 evaluate the role of stakeholder feedback in the design and delivery of administrative services

- |     |   |
|-----|---|
| 1.6 | explain techniques used to monitor and evaluate administrative work   |
| 1.7 | explain techniques to manage bottlenecks and downtime in a way that meets volume targets and quality standards. |

<b>Learning outcome</b>
The learner will: 2. Be able to organise the work of an administrative function.
<b>Assessment criteria</b>
The learner can: 2.1 agree specific, measurable, achievable, realistic and time-bound (SMART) objectives with their team 2.2 specify how business targets and objectives will be achieved 2.3 develop systems and standard operating procedures for administrative processes that meet organisational and legal requirements 2.4 set key performance indicators (KPIs) that are capable of measuring the progress and efficiency of the work of an administrative function 2.5 obtain resources likely to enable targets and objectives to be met within the agreed timescale 2.6 allocate workloads in a way that is likely to meet targets, deadlines and budgetary constraints.

<b>Learning outcome</b>
The learner will: 3. Be able to manage administrative workflows.
<b>Assessment criteria</b>
The learner can: 3.1 manage workflow in a way that is likely to meet volume targets and quality standards 3.2 minimise downtime and productivity waste 3.3 provide support that facilitates the development of team members and the achievement of targets and objectives 3.4 produce timely management reports that address workflow information requests 3.5 use feedback to prevent and resolve problems 3.6 evaluate the efficiency and effectiveness of administrative services 3.7 implement improvements to administrative services based on the results of evaluation 3.8 adhere to organisational policies and procedures, legal and ethical requirements in managing administrative workflows.