

Unit 303 Supervise an office facility

Unit Summary

Maintain office equipment, resources and facilities to meet the needs of users.

Skills

You will apply the following skills:

- Negotiating
- Managing time
- Planning
- Monitoring
- Organising
- Prioritising
- Communicating
- Developing others
- Evaluating
- Problem solving
- Checking
- Interpersonal skills

Performance indicators

You will:

1. Agree and maintain office facilities
2. Supervise the use of office resources
3. Use and review office systems and procedures
4. Make sure office equipment is serviceable
5. Build and maintain relationships with suppliers
6. Contribute to reviewing the office environment in line with health, safety and security policy
7. Resolve problems effectively
8. Provide information and guidance on office facilities
9. Communicate priorities to users
10. Monitor the use of office facilities

Knowledge

You will know:

1. Why it is important to maintain an effective and efficient office facility
2. The range of office facilities, equipment and resources and what they can be used for
3. Why it is important to identify and regularly review the needs of office users and the methods you can use
4. Why office systems and procedures are important
5. The types of office systems and procedures that are appropriate to your responsibilities
6. Why it is important to communicate office systems and procedures and provide users with information, guidance and support
7. Why it is important to build relationships with suppliers and how to do so
8. Why health, safety and security are important to the office environment
9. The main health, safety and security requirements that are important to an office environment
10. The types of problems that arise when supervising an office facility and how to deal with them
11. Why it is important to monitor office facilities and the types of activities you should monitor for

Evidence Requirements

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. A Realistic Working Environment or Simulation is not allowed for this unit.
3. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
4. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Yes
	Questions *	Yes

* This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

5. Your candidate needs to show that they:

Supervise an office facility. Evidence may include:

- Reviews
- Appraisals

- Minutes of 1-1 meetings
- Minutes of team meetings
- Personal development plan
- Continuous professional development records
- Receipts
- Requisition forms
- Purchase orders
- Records of communications and meetings with suppliers, customers and staff
- Office facility guides produced for users
- Office system reports
- Health, safety and security reports
- Risk assessment reports
- Office monitoring records
- Office issues/problems log
- Induction programmes
- Staff training programmes

6. Contingencies

Performance Indicator 7	If no problems arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence
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7. Evidence generated for this unit may contribute towards Unit 301:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 302

- Work to achieve your organisation's purpose and values
- Apply your employment responsibilities and rights
- Support sustainability
- Support diversity
- Maintain security and confidentiality
- Assess and manage risk