

<b>Unit Title:</b>	<b>Manage the work of an administrative function</b>
OCR unit number:	3
Level:	4
Credit value:	5
Guided learning hours:	27
Unit reference number:	T/506/1946

## Unit aim and purpose

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.

Learning Outcomes	Assessment Criteria	Additional Guidance
<b>The Learner will:</b> 1 Understand the management of an administrative function	<b>The Learner can:</b> 1.1 Evaluate the way in which the purpose and <b>values</b> 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 <b>administrative functions</b>  1.4 Analyse <b>techniques</b> to manage team members  1.5 Evaluate the role of stakeholder feedback in the design and delivery of administrative services	<b>Values</b> of an organisation refer to how an organisation will behave towards stakeholders and employees in order to achieve its goals  <b>Administrative functions</b> may include those relating to: <ul style="list-style-type: none"> <li>• Finance</li> <li>• Organisation</li> <li>• IT</li> <li>• Human resources</li> </ul> <b>Techniques</b> to manage team members may include: <ul style="list-style-type: none"> <li>• Encouraging autonomy and self-management</li> <li>• Delegating</li> <li>• Delineating individuals' responsibilities</li> <li>• Ensuring channels of communication function between team members</li> </ul>

Learning Outcomes	Assessment Criteria	Additional Guidance
	<p>1.6 Explain <b>techniques</b> used to monitor and evaluate administrative work</p> <p>1.7 Explain <b>techniques</b> to manage bottlenecks and downtime in a way that meets volume targets and quality standards</p>	<p><b>Techniques</b> may include:</p> <ul style="list-style-type: none"> <li>• Pulse meetings</li> <li>• Variance reports</li> <li>• Programme reviews</li> <li>• Technical reviews</li> <li>• Project forecasting</li> <li>• Problem-solving</li> <li>• Management reviews</li> <li>• Use of dashboards/logs</li> </ul> <p><b>Techniques</b> may include:</p> <ul style="list-style-type: none"> <li>• Monitoring work closely to identify bottlenecks/downtime promptly</li> <li>• Putting in place a 'safety buffer' to avoid running out of work</li> <li>• Cross-training employees so they can be reallocated as required</li> </ul>
<p>2 Be able to organise the work of an administrative function</p>	<p>2.1 Agree specific, measurable, achievable, realistic and time-bound (SMART) objectives with their team</p> <p>2.2 Specify how business targets and objectives will be achieved</p> <p>2.3 Develop systems and standard operating procedures for administrative processes that meet organisational and legal requirements</p> <p>2.4 Set key performance indicators (KPIs) that are capable of measuring the progress and efficiency of the work of an administrative function</p> <p>2.5 Obtain resources likely to enable targets and objectives to be met within the agreed timescale</p> <p>2.6 Allocate workloads in a way that is likely to meet targets, deadlines and budgetary constraints</p>	

Learning Outcomes	Assessment Criteria	Additional Guidance
3 Be able to manage administrative workflows	3.1 Manage workflow in a way that is likely to meet volume targets and <b>quality standards</b>  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 <b>organisational policies and procedures, legal and ethical requirements</b> in managing administrative workflows	<b>Quality standards</b> may refer to: <ul style="list-style-type: none"> <li>• Legislation</li> <li>• British Standards and ISO</li> <li>• Kitemark</li> <li>• CE Mark</li> <li>• Royal Warrants</li> <li>• Branding</li> </ul> Where possible, adherence to <b>organisational policies and procedures, legal and ethical requirements</b> should be confirmed by a line manager or experienced colleague.

## Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

## Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

## National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFABAA118	<ul style="list-style-type: none"> <li>• Manage an office facility</li> </ul>

## Additional information

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For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk) .