Administration (Business Professional)

Unit Title: **Working in a senior administrative role**

OCR unit number: 25

Level: 4

Credit value: 5

Guided learning hours: 45

Unit reference number: D/505/7065

Unit purpose and aim

The aim of this unit is to develop learners so that they can work responsibly in a senior administrative capacity and to enable them to communicate effectively, accept responsibility for their own work and its delivery, improve their own performance and behave in a way that encourages effective working.

Learners should be encouraged to find out why their own objectives and the organisational objectives could be linked. They will work responsibly through senior administrative tasks including supervising individuals - showing effective communication skills, working responsibly and maintaining effective working relationships. Finally they will review the effectiveness of both themselves and those they have supervised and suggest improvements.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1 Be able to work in senior administrative roles within a business environment	**The Learner can:** 1.1 Manage their own workload to ensure organisational and personal work objectives are met when undertaking senior administrative duties 1.2 Implement a problem solving approach when undertaking senior administrative duties 1.3 Follow organisational procedures when dealing with difficult situations 1.4 Implement time management techniques 1.5 Apply negotiation skills when planning work in relation to the needs of the organisation	• Understanding own work roles and responsibilities • Setting high standards for your work and showing drive and commitment to achieve • How to suggest solutions and present the right kind of personal image expected by organisations in terms of code of behaviour and appearance • Keep your working environment neat and tidy • How to manage stressful situations and overcome difficulties and setbacks • Follow agreed guidelines, procedures and, where appropriate, codes of practice • Problem solving techniques • Time management techniques • Identifying and planning clear short term objectives which take account of long term aims • Negotiation skills • Using your initiative and demonstrating personal confidence

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	1.6 Analyse short and long term work objectives in a senior administrative role 1.7 Prioritise activities to ensure work is completed	• Presenting information and advice in a manner and at a level and pace to promote understanding • Make the best use of existing sources of information • Critically evaluate information to extract points to support your objective • Ensuring information given is current relevant and accurate • Maintaining confidentiality • Relevant aspects of legislation relating to (H&S) collection, storage and dissemination of (information) Identify sources of accurate and reliable information • Understand standards and codes of practice • Prioritising • Meeting deadlines
2 Be able to manage an administrative team within a business environment	2.1 Manage the work of others within an administrative team to ensure tasks are completed in accordance with objectives, including: • planning team tasks • prioritising team tasks • maintaining working relationships 2.2 Identify barriers to communication and interpersonal relationships in the organisation 2.3 Devise strategies to overcome communication barriers 2.4 Comply with organisational requirements when managing a team	• Basic psychology in dealing with individuals and an awareness of cultural differences • How to set an example of positive behaviour for others • Ways of capturing opportunities to enhance internal/external relationships • Ways of establishing and maintaining constructive working relationships • Treat other people with honesty, respect and consideration • Adapt readily to change and support others during change • Relevant aspects of Health and Safety legislation • Importance of effective team work to the success of the organisation • Ways of establishing and maintaining constructive working relationships • Judge the needs of others • Importance of setting clear and realistic objectives in line with organisational requirements • Establishing group identity and common goals

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		• Encouraging ownership of a project and motivating
		• Responsibilities of your team and of its individual members
		• Communicate effectively with others
		• Actively focus on information that other people are communicating
		• Direct discussions to achieve objectives
		• Give others the opportunity to contribute their ideas and opinions and take these into account
		• Actively encouraging the free exchange of information
		• Maintain confidentiality at all times
		• The importance of making positive efforts to meet unexpected requests
		• The importance of making realistic commitments and honouring them
		• Personal qualities of an effective team member
		• Demonstrate how to work within a team and how to effectively share relevant information
		• Ways of establishing and defining individual responsibilities and limits of authority
		• How to communicate effectively with colleagues at all levels
		• Carry out supervisory tasks effectively - giving instructions
		• Ensuring safe working practices are followed
		• Ensuring confidentiality and security are maintained
		• Making constructive suggestions on work of others and encouraging them positively on their work

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
3 Be able to evaluate their own role as a senior administrator	3.1 Evaluate their own performance as a senior administrator 3.2 Identify ways to improve their own performance	• Importance of monitoring progress against the plan and objectives • Contributing to progress meetings by providing clear and accurate feedback to the team • Reviewing own progress and that of others • Suggesting amendments to plan or to working methods if necessary to meet objectives • Encourage and accept feedback from other people • Identify where further learning and development could improve your performance • Review your progress • The importance of taking responsibility for your own work and accepting responsibility for any mistakes you make
4 Be able to improve their performance as a senior administrator	4.1 Develop a personal training and development learning plan 4.2 Implement changes identified as a result of the agreed personal training and development learning plan	• Incorporating feedback • Update your plans for improvement and learning • Implement changes

Assessment

This unit is assessed by the centre and sent to OCR for moderation.

Guidance on assessment and evidence requirements

This unit is assessed using a model assignment. OCR has produced a model assignment for each unit which centres may use for the purpose of assessment. The model assignment contains a scenario or real-life situation and related tasks which are based on the assessment criteria of the unit.

Centres may either use the model assignment as an entire, holistic assessment for an individual unit, adapt it to suit individual candidates' needs or devise their own assignment. If they choose to adapt the assignment or devise their own assignment they must ensure that the modified assignment will provide candidates with sufficient opportunity to demonstrate achievement of all the assessment criteria in the unit.

Please refer to the model assignment for this unit which can be found on the OCR website www.ocr.org.uk .

Functional skills signposting

The functional skills mapping for this unit is detailed in the centre handbook which can be found on the OCR website www.ocr.org.uk .

Additional information

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 .