

Administration in the workplace

Subject sector area (SSA): 15.2 Administration

The duties below are based on selected knowledge, skills and behaviour statements from the following:

- OCC0070 Business administrator
- OCC0239 HR support
- OCC0708 Public sector compliance investigator and officer
- OCC0320 Recruitment consultant

Cross-cutting duties

D1 Use relevant IT packages and systems.

D2 Prioritise activities to manage a high workload and meet competing deadlines.

D3 Produce accurate records and documents, including physical and digital.

D4 Recommend improvements to processes and procedures.

D5 Respond to feedback and give feedback to others.

D6 Comply with legislation and relevant procedures.

D7 Build and manage relationships, communicating effectively.