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.