

Salvation and rehabilitation organization

S.R.O Est, 2001

OFFICE ADMINISTRATIVE MANUAL



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1. Introduction

The office administrative manual outlines the policies and procedures that ensure the smooth and efficient operation of S.R.O Team. It serves as a reference for staff members, providing guidance on various aspects of office administration.

2. Purpose

The purpose of this manual is to standardize office operations, promote consistency and efficiency, and ensure compliance with legal and regulatory requirements. It aims to:

- Provide clear guidelines for administrative tasks.
- Foster a professional and respectful work environment.

- Support effective communication and collaboration.
- Ensure the security and privacy of organizational data.

3. Scope

This manual applies to all staff members of S.R.O Team, including full-time, part-time, and contract employees. It covers all aspects of office administration, including policies, procedures, and best practices.

4. Office Administration Structure

4.1 Organizational Structure

Outline the hierarchical structure of the NGO, including key positions and their reporting relationships.

- **Example:** The Executive Director oversees the operations, supported by department heads such as the HR Manager, Finance Manager, Program Manager, and IT Manager.

4.2 Roles and Responsibilities

Define the roles and responsibilities of key administrative positions to ensure clarity and accountability.

- **Example:** The Office Administrator is responsible for managing office supplies, coordinating meetings, and maintaining office equipment.

5. Office Policies

5.1 Working Hours and Attendance

Define standard working hours, attendance expectations, and procedures for reporting absences.

- **Example:** Employees are expected to work from 9 AM to 5 PM, Monday to Friday. Any absences must be reported to the immediate supervisor as soon as possible.

5.2 Leave Policy

Outline the types of leave available (e.g., annual leave, sick leave, maternity/paternity leave) and the procedures for requesting leave.

- **Example:** Employees are entitled to 20 days of annual leave per year. Leave requests should be submitted at least two weeks in advance.

5.3 Code of Conduct

Establish the expected behavior and professional standards for staff members.

- **Example:** Employees should demonstrate respect, integrity, and professionalism in all interactions.

5.4 Dress Code

Specify the appropriate attire for different work settings and occasions.

- **Example:** Business casual attire is required during office hours, while formal attire may be necessary for meetings with donors or external partners.

5.5 Health and Safety

Provide guidelines to ensure a safe and healthy work environment.

- **Example:** Employees must adhere to all safety protocols, report hazards, and participate in regular safety drills.

6. Office Procedures

6.1 Communication

Outline the preferred methods of communication within the organization, including email, phone, and in-person meetings.

- **Example:** Internal communication should primarily be conducted via email, while urgent matters can be addressed by phone or instant messaging.

6.2 Document Management

Establish procedures for creating, storing, and retrieving documents.

- **Example:** All official documents should be stored in the central file system, with backups maintained regularly.

6.3 Meeting Protocol

Provide guidelines for scheduling, conducting, and documenting meetings.

- **Example:** Meetings should have a clear agenda, start and end on time, and minutes should be recorded and distributed within 24 hours.

6.4 Travel Arrangements

Define the process for arranging travel, including booking flights, accommodations, and transportation.

- **Example:** Travel requests should be submitted at least three weeks in advance and approved by the department head.

6.5 Office Supplies and Equipment

Outline procedures for requesting and maintaining office supplies and equipment.

- **Example:** Employees should submit supply requests to the Office Administrator, who will ensure timely procurement and distribution.

7. Financial Management

7.1 Budgeting and Planning

Detail the process for preparing and managing the organization's budget.

- **Example:** Each department should submit a budget proposal for review and approval by the Finance Manager and Executive Director.

7.2 Expense Reporting

Provide guidelines for reporting and reimbursing business expenses.

- **Example:** Employees must submit expense reports with receipts within 30 days of incurring the expense.

7.3 Procurement Procedures

Outline the procedures for procuring goods and services, including competitive bidding and vendor selection.

- **Example:** All procurement requests must be approved by the Finance Manager and follow the competitive bidding process for purchases over a specified amount.

8. IT and Data Management

8.1 IT Policies

Define the use of IT resources, including computers, software, and networks.

- **Example:** Employees must use organization-provided computers for work-related tasks and adhere to software licensing agreements.

8.2 Data Protection and Privacy

Establish procedures to protect sensitive data and ensure privacy.

- **Example:** Confidential data should be encrypted and access restricted to authorized personnel only.

8.3 Email and Internet Usage

Provide guidelines for appropriate use of email and internet resources.

- **Example:** Employees should use email and internet resources for work-related purposes only and avoid accessing inappropriate websites.

9. Human Resources

9.1 Recruitment and Hiring

Outline the recruitment and hiring process, including job postings, interviews, and onboarding.

- **Example:** Job openings should be advertised internally and externally, with a structured interview process to select the best candidate.

9.2 Performance Management

Define the process for evaluating and managing employee performance.

- **Example:** Performance reviews should be conducted annually, with regular feedback provided to support employee development.

9.3 Training and Development

Provide guidelines for employee training and development opportunities.

- **Example:** Employees are encouraged to participate in professional development programs, with costs covered by the organization.

10. Monitoring and Evaluation

Regularly monitor and evaluate administrative processes to ensure compliance and efficiency.

- **Example:** Conduct quarterly reviews of administrative procedures and implement improvements based on feedback and audit findings.

11. Review and Revision

This manual should be reviewed and updated regularly to reflect changes in policies, procedures, and organizational needs.

- **Example:** The manual should be reviewed annually, with updates communicated to all staff members.

12. Appendices

Appendix A: Sample Forms and Templates

- **Leave Request Form**
- **Expense Report Template**
- **Meeting Minutes Template**
- **Travel Request Form**

Appendix B: Glossary of Terms

- Definitions of key administrative terms and acronyms.

Appendix C: Contact Information

- Contact details for the administration department and key personnel