

Administrative Practices

1.1 – Administration in the Workplace

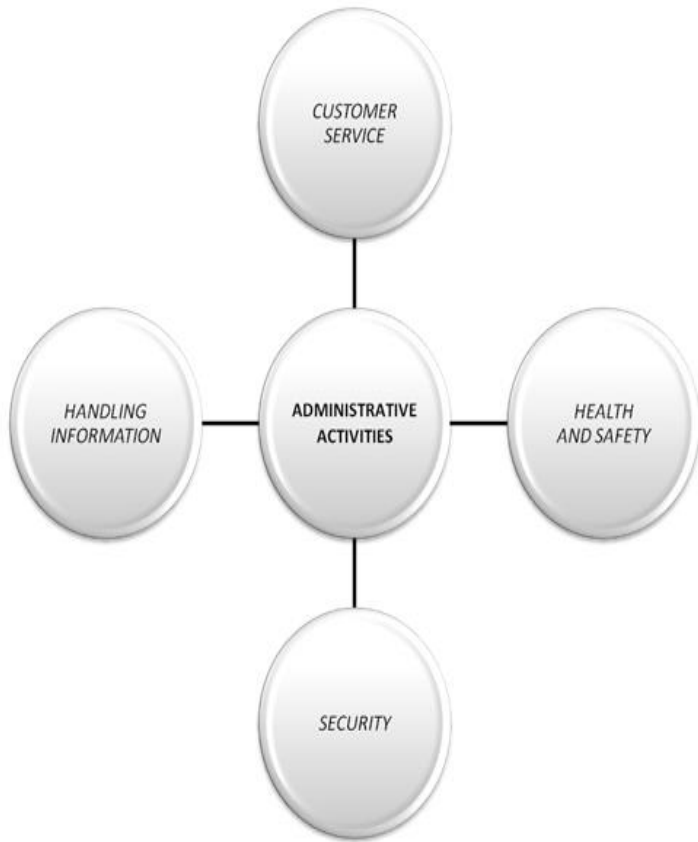


What is a business?



- ▶ A **BUSINESS** is an organisation that is formed to provide **GOODS** and **SERVICES** for **CONSUMERS** (people who need and want things).
- ▶ Businesses use the following **WORKERS** to help them manage the **RESOURCES** that they use to make goods and services.
 - *FINANCE*
 - *MARKETING*
 - *OPERATIONS*
 - *HUMAN RESOURCES (HR)*
- ▶ Businesses often provide goods and services to make a **PROFIT**.

What is the role of Administration in a business?



- ▶ **ADMINISTRATION** involves activities which help to:
 - *ORGANISE* the work of a business
 - *SUPPORT* the work of a business
- ▶ Administration is important because it can help a business survive by helping to make sure that its' work is being carried out:
 - *EFFICIENTLY* (with little wastage)
 - *EFFECTIVELY* (properly)
- ▶ Common types of administrative activities that take place in businesses can be seen below.
 - *CUSTOMER SERVICE*
 - *HEALTH AND SAFETY*
 - *SECURITY*
 - *HANDLING INFORMATION*

Customer Service



- ▶ **CUSTOMER SERVICE** is about ways of treating the customers of a business in a **POSITIVE** way so that are happy.
- ▶ Businesses can try to maximise the level of customer service that their workers provide by making sure that they are **TRAINED** to deal with each other and/or customers in the following ways.
 - *POSITIVE IMAGE*
 - *EFFECTIVE COMMUNICATION*
 - *PROFESSIONAL SERVICE*
- ▶ This training can either be **INDUCTION TRAINING** (for new workers to show them what is expected) or **IN SERVICE TRAINING** (for existing workers to update their abilities).

Customer Service (continued)



- ▶ Businesses spend time, money and effort trying to provide high standards of customer service because it can bring them the following **BENEFITS**.
 - *POSITIVE IMAGE*
 - *CUSTOMER LOYALTY*
 - *INCREASE SALES*
 - *MOTIVATED WORKERS*
- ▶ This also helps prevent **NEGATIVE CONSEQUENCES** from poor customer service.
 - *UNHAPPY CUSTOMERS*
 - *DECREASED SALES*
 - *REPUTATION DAMAGE*
 - *LESS MOTIVATED WORKERS*

Health and Safety



- ▶ **HEALTH AND SAFETY** in a business is all about taking steps to try and prevent customers or workers being injured or hurt in the workplace.
- ▶ Health and Safety is important in businesses for the following reasons.
 - *INJURED WORKERS CANNOT WORK*
 - *INJURED WORKERS MAY STILL NEED TO BE PAID*
 - *GOVERNMENT HEALTH AND SAFETY LAWS*
- ▶ The most common types of accidents that Government statistics show happen to administrative workers include the following.
 - *SLIPS or TRIPS (eg wet floors or trailing wires)*
 - *FALLING FROM A HEIGHT*
 - *BEING HIT BY A MOVING OR FLYING OBJECT*
 - *POOR HANDLING, LIFTING OR CARRYING*
 - *EYE STRAIN AND HEADACHES*
 - *REPETITIVE STRAIN INJURY (RSI)*
 - *ELECTRIC SHOCKS*

A stylized, geometric illustration of the Houses of Parliament and Big Ben in London. The image uses a limited color palette of teal, black, and white. The architecture is represented by bold, black outlines and flat teal areas. The background features large, soft, teal cloud shapes. The foreground shows a dark teal base representing the river and walkways, with some black lines suggesting reflections or structural elements. The overall style is modern and minimalist.

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Dealing with Health and Safety – Working Practices

Good working practices are NOT laws - they are rules for workers to follow to make sure that laws are followed and they are safe. Examples of good working practices for certain risks are below.

SLIPS or TRIPS

- ▶ *Mop up spills and use "wet floor" signs*
- ▶ *Report loose flooring and tape it down*
- ▶ *Keep all passages free from obstacles*

FALLING FROM A HEIGHT

- ▶ *Ensure windows have safety catches*
- ▶ *Do NOT use chairs to reach high objects*

BEING HIT BY OBJECTS

- ▶ *Fill filing cabinets from top to bottom*
- ▶ *Do NOT throw items in the office*

POOR HANDLING and CARRYING

- ▶ *Never carry too much*
- ▶ *Bend at the knee when picking up items*

RSI and BACKACHES from VDU

- ▶ *Take regular breaks*
- ▶ *Provide adjustable chair and wrist rest*

EYE STRAIN and HEADACHES from VDU

- ▶ *Take regular breaks*
- ▶ *Adjust screen brightness as necessary*
- ▶ *Check and adjust lighting levels*
- ▶ *Use anti-glare screens and blinds*
- ▶ *Check eyesight and use glasses*

ELECTRIC SHOCKS

- ▶ *No drinks near electrical equipment*
- ▶ *Do NOT overload power socket*
- ▶ *Do NOT attempt to open or attempt to repair electrical items without training.*

Dealing with Health and Safety - Procedures

ACCIDENT REPORT	
<i>This form should be used to record the details of any accidents on the business' premises and then forwarded to the person in charge of Health and Safety.</i>	
Name and position of injured person	<i>T Durden</i>
Date and time of accident	<i>4 September, 10.30 am</i>
Brief description of accident	<i>Burned hand with boiling water</i>
Activity at time of accident	<i>Making tea</i>
Place of accident	<i>Staff Room</i>
Details of injury	<i>Burn on back of right hand</i>
First aid treatment (if given)	<i>Cold water and dressing</i>
Casualty taken to hospital/doctor?	<i>Ambulance and Hospital</i>
Expected absence?	<i>One day</i>
Name(s) and position(s) of witnesses	<i>M Singer, Sales Department</i>

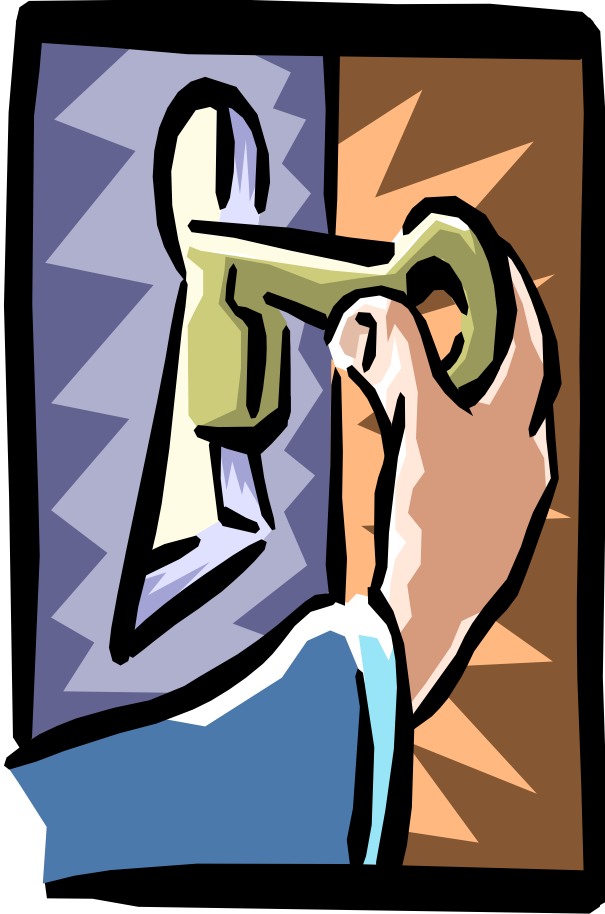
- ▶ Businesses will create the following **PROCEDURES** (ways of working) to help deal with health and safety risks.
 - *FIRST AID PROCEDURES*
 - *ACCIDENT REPORTING PROCEDURES*
 - *EMERGENCY PROCEDURES*
 - *TRAINING PROCEDURES*

Security



- ▶ **SECURITY** in a business is all about taking steps to try and **MINIMISE** the following **RISKS** to people, property and information.
 - *FIRE*
 - *FLOOD*
 - *THEFT*
 - *LOSS*
 - *ACCIDENTAL DAMAGE*
 - *MALICIOUS DAMAGE (damage done on purpose)*
- ▶ Businesses are concerned about these security risks because they could stop it functioning properly.
- ▶ The amount of security that will be used by a business will depend on a number of factors such as the following.
 - *THE AREA THE BUSINESS WORKS IN*
 - *THE VALUE OF EQUIPMENT OR INFORMATION*
 - *THE TYPE OF WORK THE BUSINESS DOES*

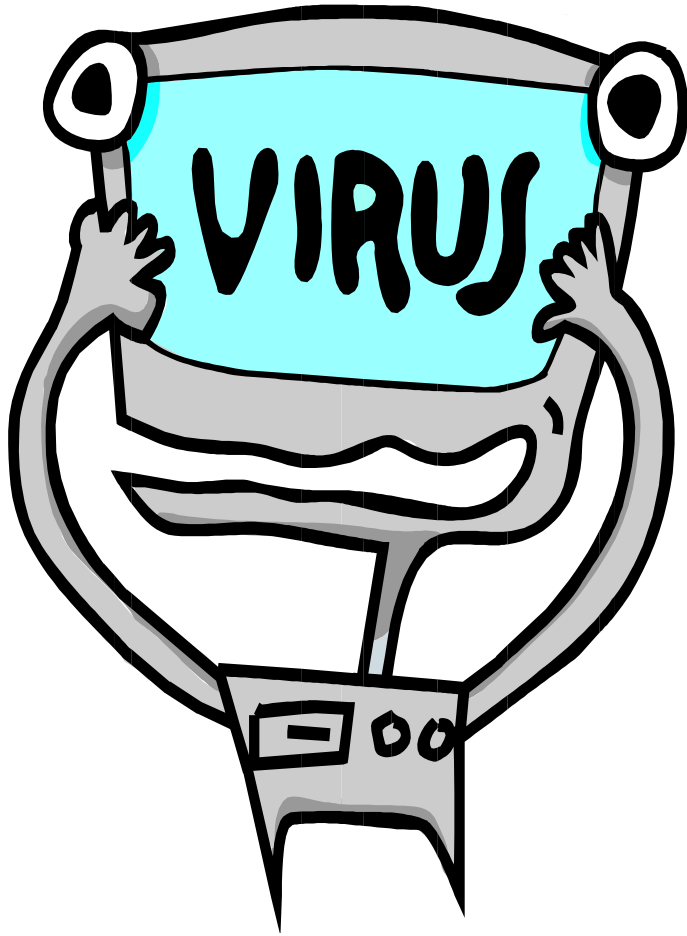
Physical Security Systems



▶ People, property and information can be protected by the following **PHYSICAL** security systems.

- *RECEPTION AREA*
- *SECURITY ID*
- *SECURITY PATROL*
- *CCTV*
- *ALARMS*
- *KEY HOLDER*
- *CABLE TIES*
- *SECURITY MARKING*
- *LOCKS*
 - *Key Locks (manual)*
 - *Swipe Card Locks (electronic)*
 - *Security Number Locks (electronic)*
 - *Retinal (eye) or Fingerprint Scan Locks (electronic)*
 - *Voice Recognition Locks (electronic)*

Electronic Security Systems



▶ People, property and information can be protected by the following **ELECTRONIC** security systems.

- *ACTIVATION CARDS OR KEYS*
- *BACK UP PROCEDURES*
- *VIRUS SCANNING SOFTWARE*
- *PASSWORDS*
- *ACCESS RIGHTS*
- *ENCRYPTION*

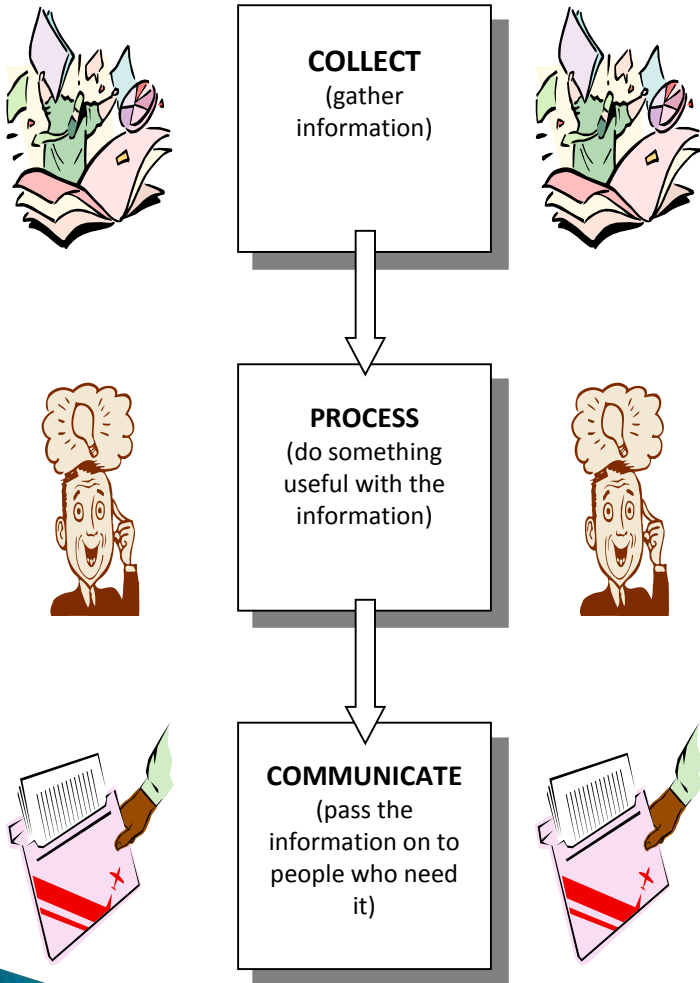
Security – Legislation Compliance



- ▶ Protection of electronic information is not only important to prevent damage and loss, but also to make sure that **LAWS** about the storage and use of electronic information are followed.

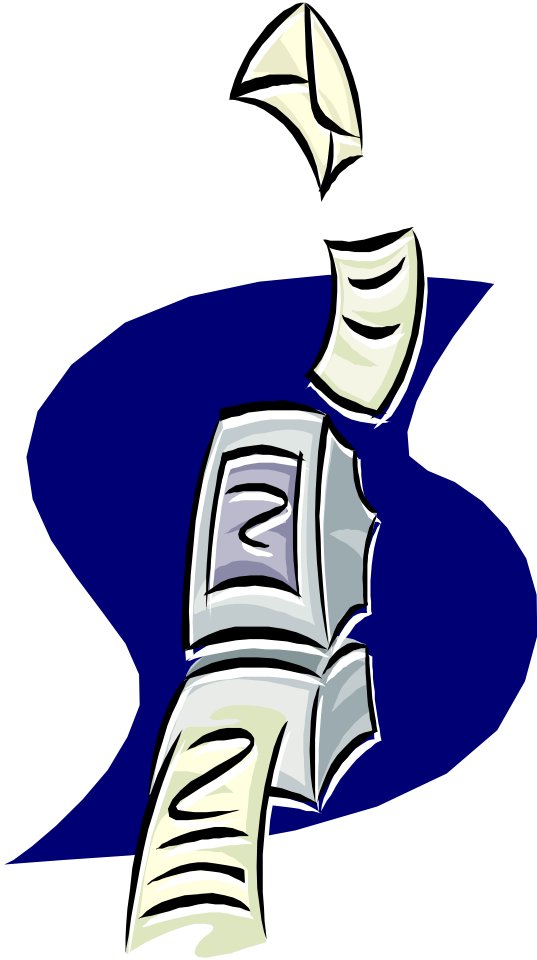
- ▶ The main laws that apply to the use of electronic information can be seen below.
 - *DATA PROTECTION ACTS (1984 and 1998)*
 - *COMPUTER MISUSE ACT (1990)*
 - *COPYRIGHT, DESIGNS AND PATENT ACT (1998)*
 - *FREEDOM OF INFORMATION (SCOTLAND) ACT (2002)*

Handling Information



- ▶ **HANDLING INFORMATION** in a business involves activities which try to make sure that workers and customers have the information that they need.
- ▶ Handling information activities involve the following types of work.
 - *COLLECTING INFORMATION*
 - *PROCESSING INFORMATION*
 - *COMMUNICATING INFORMATION*
- ▶ Handling information is important as it helps a business to **SURVIVE** by helping everyone involved with it to be able to do the following.
 - *KNOW WHAT THE BUSINESS IS DOING*
 - *GET THE INFORMATION NEEDED FOR THEIR JOB*
 - *BE ABLE TO COMMUNICATE EFFECTIVELY*

Information Technology (IT)



- ▶ In most modern businesses, handling information is usually involves the use of **INFORMATION TECHNOLOGY (IT)**.
- ▶ Common pieces of IT **HARDWARE** and **SOFTWARE** that are used to help handle information can be seen below.
 - *INTRANET (or NETWORK)*
 - *THE INTERNET*
 - *VIDEO CONFERENCE*
 - *FAX*
 - *WORD PROCESSOR or DESK TOP PUBLISHING*
 - *DATABASE*
 - *SPREADSHEET*
 - *PRESENTATION SOFTWARE*
 - *ELECTRONIC DIARY*
 - *VOICEMAIL*
 - *E-MAIL*

The Administrative Assistant



- ▶ An **ADMINISTRATIVE ASSISTANT** is a worker who has been **RECRUITED** to help with the administration tasks of the business as a whole.
- ▶ Common tasks that Administrative assistants will undertake are as follows.
 - **CUSTOMER SERVICE**
 - *Helping deal with customers, suppliers and visitors*
 - *Helping other workers*
 - **HEALTH AND SAFETY**
 - *Following working practices and procedures*
 - *Completing accident report forms if necessary*
 - **SECURITY**
 - *Ensure that they carry their Staff ID badge*
 - *Ensure areas are locked when not in use*
 - *Backing up and scanning IT work for viruses*
 - **HANDLING INFORMATION**
 - *Using IT to organise and support events*

The Administrative Assistant (continued)



- ▶ In order to make sure that administrative assistants are able complete their tasks properly, they should have the following **SKILLS** and **QUALITIES**.

- **SKILLS**

- *INFORMATION TECHNOLOGY SKILLS*
- *ORGANISATIONAL SKILLS*
- *PROBLEM SOLVING SKILLS*
- *INTERPERSONAL SKILLS*

- **QUALITIES**

- *FLEXIBILITY*
- *INITIATIVE*
- *TRUSTWORTHY*
- *TACTFUL*

- ▶ During recruitment, businesses often clarify and summarise this information about the tasks, skills and qualities they are looking for in the following documents.

- *JOB DESCRIPTION*
- *PERSON SPECIFICATION*