

Development of skills in the administrative in system

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Definition of administration

1 : **performance of executive duties** : management worked in the administration of a hospital. 2 : the act or process of administering something the administration of justice the administration of medication. 3 : the execution of public affairs as distinguished from policy-making.

Administration is defined as the act of managing duties, responsibilities, or rules. An example of administration is **the act of the principal in the school managing the faculty and staff and employing the rules of the school system.**

The term “administrative management” refers to **the act of running and maintaining a business or organization.** The core objective of administrative management is to create a formal structure that facilitates success for a particular business or organization.

Administration, also referred to as business administration, is **the management and application of the processes an office, business, or organisation.** It involves the efficient and effective organisation of people, information, and other resources to achieve organisational objectives.

Seven excellent administrative skills to include in a resume

- Microsoft Office.
- Communication skills.
- The ability to work autonomously.
- Database management.
- Enterprise Resource Planning.
- Social media management.
- A strong results focus.

Administrative Management

What Is Administration?

Administration, also referred to as business administration, is the management and application of the processes an office, business, or organisation. It involves the efficient and effective organisation of people, information, and other resources to achieve organisational objectives. Information is key to business operations, and people are the resources who make use of information to add value to an organisation. This means that companies will struggle without some type of administration management.

What Is Administrative Management?

The management of administration has become an important function for every successful organisation and plays an essential role in ensuring that businesses run smoothly. Administrative Management is the process of managing information through people. This usually involves performing the storage and distribution of information to those within an organisation. A large number of roles within business require some element of administrative management. Anyone involved in the planning, co-ordinating, directing, or controlling aspects of a business can be considered an Administrative Manager.

What Does An Administrative Manager Do?

Administrative managers oversee the support operations of an organisation. They ensure that there is effective information flow and that resources are employed efficiently throughout a business.

Strong administrative managers are organised and detail-orientated with good analytical skills to run day-to-day operations. They value the point-of-view of those who are expected to operate often complex systems. With the speed of change in business it is important for administrative managers to stay up to date on developments in the business and office environment. Administrative managers generally work with a large array of people and may be leading teams where effective people management comes into play. A professional in this position may provide

support to an entire company or, in organisations with multiple administrative managers, each one may be responsible for a particular division or department of the organisation. Daily support can involve working with entry-level employees to senior management, as well as liaising directly with clients and suppliers. An administrative manager can also add value to an organisation by challenging the effectiveness of established procedures. It is an important position for identifying outdated practices and developing continual improvement processes for the organisation. Depending on the organisation, administrative managers may be involved in a variety of responsibilities such as:

- Business planning
- Project management
- Finance
- Developing budgets
- Performing cost reduction research
- Handling accounts receivable/payable
- Human Resources
- Recruiting and training Employees
- Processing payroll
- Reporting on employee performance
- Office and facilities management
- Clerical tasks
- Writing contracts
- Using database systems

If you are looking for an administrative role, or looking to progress into your next role, IAM membership can help you to build and demonstrate your skillset.

Here are a few skills that companies look for in system administrators.

- Knowledge of different operating systems (Microsoft, Unix, Linux, etc.)
- Basic programming skills on computer
- Hardware knowledge.
- Attention to detail.
- Problem solving mindset.
- Critical thinking

What Are Administrative Skills?

Administrative skills are **the skills that increase office productivity by consolidating time-consuming administrative tasks into one role.** The most common skills include keeping projects on track, arranging travel, scheduling meetings, and filing expense reports

How to be a great administrative assistant:

1. Work on your technology skills.
2. Perfect your communication skills.
3. Master time management.
4. Learn to prioritize.
5. Perfect your customer service skills.
6. Pay attention to detail.
7. Be organized.
8. Flexible and resourceful.

What are the benefits of administrative skills?

Administrative skills are qualities that **help you complete tasks related to managing a business.** This might involve responsibilities such as filing paperwork, meeting with internal and external

stakeholders, presenting important information, developing processes, answering employee questions and more.

Office administration

Office administration (shortened as **Office Ad** and abbreviated as **OA**) is a set of day-to-day activities that are related to the maintenance of an office building, financial planning, record keeping and billing, personal development, physical distribution and logistics, within an organization. An employee that undertakes these activities is commonly called an **office administrator** or **office manager**, and plays a key role in any organization's infrastructure, regardless of the scale. Many administrative positions require the candidate to have an advanced skill set in the software applications Microsoft Word, Excel and Access.

Office Administrator

An **office administrator** has the responsibility of ensuring that the administrative activities within an organization run efficiently by providing structure to other employees throughout the organization. These activities can range from being responsible for the management of human resources, budgets and records, to undertaking the role of supervising other employees. These responsibilities can vary depending on the employer and level of education.



Team of office administrators and managers undertaking administrative tasks

Skill Set

The importance of an office administrator to an organization is substantial due to the duties that they are entrusted with; therefore, specialized training is required in order for the employee to work efficiently and productively, these being;

- Payroll training that involves the responsibility in ensuring that all employees receive their pay slips on time.
- Having good communication skills in order to coordinate with other employees around the organization.
- The ability to supervise support workers
- The ability to adapt to changing environments and new technologies that could be implemented e.g. new software installation.
- Showing good initiative
- The ability to work under pressure when given a task that is of vital importance to the organization.

Roles

There are an extensive range of roles that can be associated with an office administrator. Organizations often advertise **administrative assistant** vacancies targeted at students that are currently studying or who have left secondary school or college. This gives the employee the opportunity to gain experience or build a career through full-time work or an internship over the course of a summer break.

Receptionists play a key role in the organization's management, as they are entrusted with arranging and greeting clients, suppliers and visitors directly via emails, phone calls or direct mail. The employee undertaking the role of a receptionist must show good organisational, communication and customer service skills in order to ensure efficiency. The receptionist should be aware of scammers who try to obtain the inner information of an office or medical practice to abuse or exploit it. Other responsibilities that a receptionist is entrusted with are:

- Ensuring that outgoing and incoming mail is allocated to the right department within the organisation
- Organising and assisting fellow employees with meetings, conferences and direct telephone calls when required
- Communicating with members of the public when an inquiry is made
- Managing and maintaining the filing system that has been implemented into the organisation, e.g. information systems
- Clerical duties that involve the ordering of equipment, office supplies and other inventory that is required

Personal Assistants are commonly associated with assisting an office manager to maintain the efficiency of their day-to-day work; this is through providing secretarial support and assistance. Becoming a personal assistant requires the employee to have experience in previous administrative jobs, which entails the use of computers and information systems. Like any other role that is related to an office administrator, the job title of personal assistant requires the employee to be organized, show professionalism and have an ability to work under pressure when given a task of vital importance. The duties that a personal assistant must carry out each day are the following:

- Inputting, filing and managing the data that is stored within the organization's office system
- Ensuring that all contact from third-party individuals is processed through them
- Arranging transportation and meetings that are of importance to the office manager
- Ensuring that documents, reports and presentations are set up prior to any meetings
- Processing emails and letters that are received in correspondence to the office manager

Office Manager

An office manager has the responsibility of ensuring that an organization's office duties are completed efficiently and effectively, while also supervising other staff members. The role of an office manager is more demanding than other administrative positions, including skills and qualifications such as strong administrative experience, competency in human resources, reporting skills, delegation, management processes and the ability to communicate with other members of the organization.

Duties

The duties of an office manager include

- Organize the office's operations and procedures by undertaking several administrative tasks, for example designing and implementing new filing systems
- Assigning tasks to employees and following up on their progress
- Recruiting, selecting and training new employees
- Developing employees through coaching and counseling
- Producing annual budgets
- Professional development, for example by attending external training sessions.

We can conclude that administration is **activities carried out by two or more people, including archiving, policy determination, and program and project planning, to achieve certain goals and objectives**