

Assessment #12: Office Management & Supervision

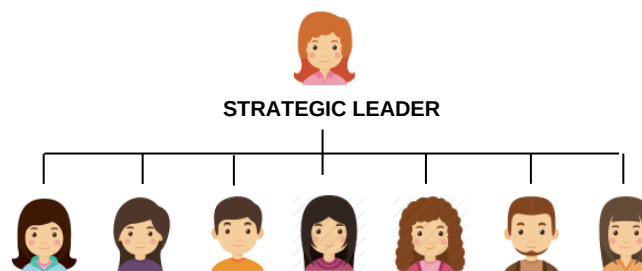
1. Give short answers to the following questions:

I. What is meant by 'organisational structure'? Provide examples.

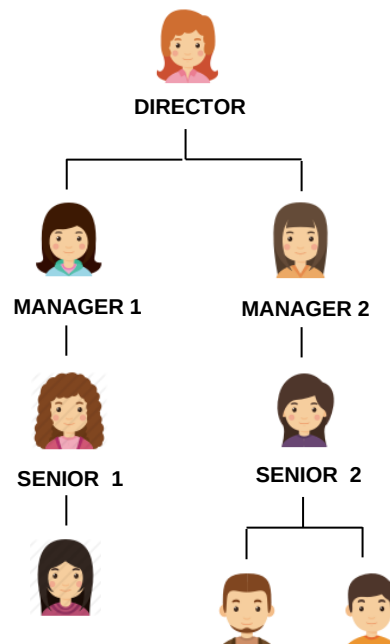
An organisational structure is the foundation of how a business make decisions. Different levels in the structure are trusted with varying amounts of responsibility and manage certain work procedures and their outcomes.

There is no set organisational structure for businesses; some common examples are divisional, small business or hierarchical.

An example of a small business structure can be seen below:



An example of a hierarchical structure can be seen below:



II. What is a virtual team and what are its benefits?

Virtual teams are teams that do not work in the same space physically but connect across virtual platforms such as email, skype etc.

Some benefits of this type of team are as follows:

- *Decreased cost on office space (if people work from home)*
- *Increased staff satisfaction (e.g. no commute time)*
- *Input from a lot of different cultures (as people can work from all over the world)*
- *Flexibility (different time zones mean customers can have 24/7 contact)*

III. Ethical behaviour is crucial in business - explain.

Ethical behaviour is crucial in business because business conduct affects society as a whole. Undertaking social responsibility allows businesses to gain financially whilst also benefiting (or at least not impacting negatively) staff, consumers and the environment.

In the current climate ethical businesses are fashionable as the world is encountering huge social problems such as climate change. The drive to better society actually makes business more profitable as more consumers are looking to invest in businesses taking ethical considerations.

The drive to make money can come at huge costs to the environment which can be irreversible (e.g. extinctions). Businesses (and humanity) will not possibly last if they do not choose to source and conduct business ethically.

Choosing to invest in staff is ethical behaviour and this increases morale which increases productivity. The same happens when involving staff in community projects (also ethical behaviour) as it encourages better team communication.

2. Explain the primary duties and responsibilities of the office manager/supervisor.

The main responsibility of an office manager/supervisor is to direct and help employees from the start of their journey with the company until the end. They are responsible for welcoming new starters with a thorough introduction, managing and coaching employees to unique goals and ensuring the appropriate departure when the time comes.

Aspects of supervising people include:

- *Training plans*
- *Promoting employees*
- *Ensuring employees follow the organisation's policies and procedures*
- *Co-ordinating employee benefits*
- *Performance appraisals*

The office manager/ supervisor is often responsible for ensuring a product or service is delivered to the correct standard. This can involve assessing the team situation and considering if new positions need to be created or new equipment is needed. It is then their responsibility to translate this need into action by acquiring approval.

Aspects of supervising a product/service include:

- *Advertising for candidates*
- *Interviewing candidates*
- *Job descriptions*
- *Opening new roles*
- *Ordering new equipment*

3. Provide an example of one your goals established using the SMART model. Explain how it fits each of the five aspects of the SMART acronym.

An example of a goal using the SMART model is as follows:

"I will lose 14 pounds in weight by December 17th 2019. I will lose 1 pound per week by eating 1400 calories a day and brisk walking for 30 minutes a day."

Specific

There is a specific end date identified (not just "December", or "by the end of the year"). 14 pounds overall is a specific numerical target, as is 1 pound per week.

Measurable

The weekly goal of 1 pound is easily measured using scales.

Attainable

Losing 1 pound per week is not a radical amount of weight loss. It is not an unhealthy or dangerous target.

Realistic

The amount of exercise (30 minutes) easily fits into a "normal" lifestyle. The calorie amount is only slightly lower than "normal" consumption so should be sustainable.

Timely

The overall goal is over 3 months which is short enough to keep interest but long enough to make the goal attainable and realistic.