

## BGE S3 Administration

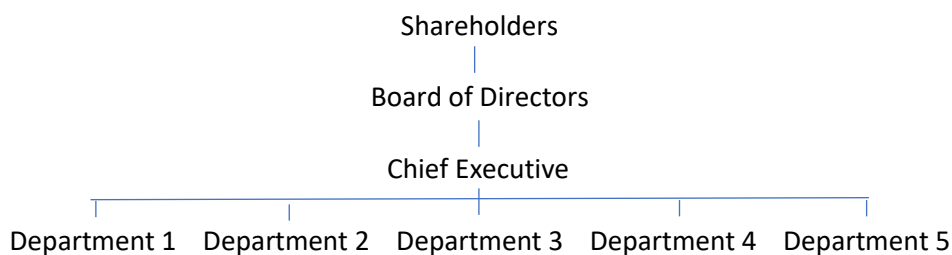
### Introduction to Business Organisations: Key Functions of Departments within an Organisation

#### How are businesses organised?

Made4IT is a public limited company:

- the company's legal name ends with the abbreviation 'plc' (Made4IT plc)
- the company is owned by its shareholders
- the shareholders have limited liability (the shareholders can lose no more than the cost of their shares)
- the shareholders are free to sell their shares or buy more
- the shareholders elect a group of Directors (the Board) at an Annual General Meeting to oversee the running of the company
- the price of the shares is quoted on the Stock Exchange.

The structure of a public limited company (plc) is usually as follows:




#### What is a functional area?



Organisations are usually structured around main activities. The activities are usually grouped into functional areas (or departments/divisions). In a large manufacturing organisation there are likely to be departments which carry out the functions of Purchases, Human Resources/Personnel, Finance, Production, Sales and Marketing, and Administration. There will usually be a Senior Manager (or Director) in charge of each area with the Senior Manager being responsible for the direction of her/his functional area within the organisation.


**Functional Area = a key area of activity within an organisation,  
eg Human Resources/Personnel, Finance, Purchases, or Sales and Marketing**

DEPARTMENT	JOB TITLE	DEPARTMENTAL TASKS and ACTIVITIES
Purchases 	<ul style="list-style-type: none"> <li>• Purchasing Director</li> <li>• Purchasing Manager</li> <li>• Chief Buyer</li> <li>• Quality Manager</li> <li>• Warehouse Supervisor</li> <li>• Stock Controller</li> <li>• Quality Controller</li> <li>• Buyer</li> </ul>	<ul style="list-style-type: none"> <li>• collects and processes purchase requisitions from departments</li> <li>• obtains quotations, catalogues and price lists from possible suppliers</li> <li>• agrees purchase prices and conditions (credit terms, delivery dates, warranties, etc) with suppliers</li> <li>• prepares purchase orders</li> <li>• receives and checks deliveries against delivery notes</li> <li>• keeps stock records checks invoices against orders and goods received; authorises payment for goods</li> </ul>

DEPARTMENT	JOB TITLE	DEPARTMENTAL TASKS and ACTIVITIES
Human Resources 	<ul style="list-style-type: none"> <li>• Human Resources Director</li> <li>• Human Resources Manager</li> <li>• Recruitment Manager</li> <li>• Training Manager</li> <li>• Health and Safety Manager</li> <li>• Employee Relations Manager</li> <li>• Training Officer</li> <li>• Health and Safety Officer</li> <li>• Trainer</li> <li>• Health and Safety Assistant</li> </ul>	<ul style="list-style-type: none"> <li>• advertises vacancies</li> <li>• prepares job descriptions/person specifications</li> <li>• issues and collects job application forms</li> <li>• collects references</li> <li>• arranges and carries out interviews</li> <li>• prepares contracts of employment keeps employee records (may be kept on a computerised database)</li> <li>• assists with staff appraisal</li> <li>• undertakes job grading</li> <li>• keeps accident records and reports</li> <li>• issues written/verbal warnings to employees</li> <li>• issues letters of dismissal</li> <li>• deals with staff welfare matters</li> <li>• organises training courses</li> <li>• meets with trade union representatives</li> <li>• advises on employment legislation</li> </ul>

Job Description - basic information about the job, ie job title, salary, to whom the employee is accountable and description of duties and responsibilities


Person specification - information and qualities, on and the any type special of person requirements, required ,eg qualifications, must have a driving experience, licence skills responsibilities


DEPARTMENT	JOB TITLE	DEPARTMENTAL TASKS and ACTIVITIES
Finance 	<ul style="list-style-type: none"> <li>• Finance Director</li> <li>• Finance Manager</li> <li>• Chief Accountant</li> <li>• Financial Accountant</li> <li>• Management Accountant</li> <li>• Credit Controller</li> <li>• Invoice Supervisor</li> <li>• Invoice Clerk</li> <li>• Wages Assistant/Payroll Clerk</li> <li>• Accounts Assistant</li> <li>• Accounts Clerk</li> </ul>	<ul style="list-style-type: none"> <li>• checks invoices, credit notes and statements received from suppliers of goods and services prepares invoices, credit notes and statements to be sent to customers</li> <li>• prepares cheques to be sent to suppliers</li> <li>• banks cash and cheques received from customers prepares budgets (estimates of future income and expenditure or levels of sales/production)</li> <li>• prepares final accounts - Trading, Profit and Loss Account, Balance Sheet, etc</li> <li>• analyses financial information for management and shareholders</li> <li>• calculates wages and prepares payslips</li> <li>• completes tax returns</li> </ul>


Invoice = the bill for goods bought on credit (informs the buyer of the amount owing, trade discount, VAT and any cash discount for prompt payment)

Credit Note= provides information on goods which have been returned by the buyer (gives cost of returned goods and states why the goods have been returned)

Statement = informs the buyer of the total amount owing at the end of a month (shows amount owing at the beginning of the month, plus invoices, less any credit notes and payments made, and the final balance)

DEPARTMENT	JOB TITLE	DEPARTMENTAL TASKS and ACTIVITIES
Sales and Marketing 	<ul style="list-style-type: none"> <li>• Sales Director</li> <li>• Sales Manager</li> <li>• Marketing Manager</li> <li>• Area Sales Manager</li> <li>• Market Research Manager</li> <li>• Market Research Analyst</li> <li>• Advertising/Promotions Manager</li> <li>• Marketing Assistant</li> <li>• Sales Executive</li> <li>• Sales Representative</li> <li>• Salesperson</li> <li>• Telesales Assistant</li> </ul>	<ul style="list-style-type: none"> <li>• identifies potential new customers and products</li> <li>• visits customers</li> <li>• deals with enquires for goods/services</li> <li>• sends out information, eg quotations, price lists and catalogue</li> <li>• catalogues, to customers and potential customers</li> <li>• collects and processes orders from customers</li> <li>• keeps information on customers (may be kept on a computerised database)</li> <li>• deals with customer complaints</li> <li>• prepares and conducts consumer surveys</li> <li>• analyses completed market research questionnaires</li> <li>• prepares publicity, organises exhibitions, etc</li> </ul>

DEPARTMENT	JOB TITLE	DEPARTMENTAL TASKS and ACTIVITIES
IT Services 	<ul style="list-style-type: none"> <li>• Computing Services Director</li> <li>• Computing Services Manager</li> <li>• Data Processing Manager</li> <li>• Data Analyst</li> <li>• Programmer</li> <li>• IT Support Technician</li> <li>• Computer Technician</li> <li>• Help Desk Operator</li> </ul>	<ul style="list-style-type: none"> <li>• advises on the purchase of ICT hardware (computers, scanners, printers, etc) and software (word processing, spreadsheet, database, desktop publishing [DTP], etc)</li> <li>• advises on the installation of networks (LANs, WANs, intranet and the Internet)</li> <li>• advises on ICT health and safety, and security issues</li> <li>• installs computer hardware, software and networks</li> <li>• rectifies hardware/software/network faults</li> <li>• maintains inventories of hardware/software</li> <li>• trials new hardware and software</li> <li>• trains/instructs employees in the use of ICT hardware/ software</li> <li>• constructs databases</li> <li>• puts security marks on to hardware</li> <li>• maintains user IDs and passwords</li> </ul>

DEPARTMENT	JOB TITLE	DEPARTMENTAL TASKS and ACTIVITIES
Administration 	<ul style="list-style-type: none"> <li>• Administration Director</li> <li>• Administration Manager</li> <li>• Office Manager</li> <li>• Administration Supervisor</li> <li>• Secretary</li> <li>• Computer Operator</li> <li>• Administrative Assistant</li> <li>• Word Processing Assistant</li> <li>• Mailroom Assistant</li> <li>• Reprographics Assistant</li> <li>• Receptionist</li> <li>• Stationery Stock Clerk</li> <li>• Audio Typist</li> <li>• Filing Clerk</li> <li>• Switchboard Operator</li> </ul>	<ul style="list-style-type: none"> <li>• Deals with the following on a departmental or centralised basis:</li> <li>• word processing (preparation of letters, memos, reports, agendas, minutes, itineraries, etc) desktop publishing (the preparation of leaflets, booklets, flyers, advertisements, etc) incoming, outgoing and internal mail</li> <li>• secretarial services (dealing with phone calls, dealing with routine mail, managing diaries, taking minutes, making travel arrangements, filing correspondence, etc)</li> <li>• reception and switchboard</li> <li>• reprographics</li> <li>• manual and computerised databases</li> <li>• office supplies (supplying stationery to departments)</li> <li>• e-mail and faxes</li> <li>• petty cash and other financial records (possibly kept on spreadsheets)</li> </ul>

## Pupil Tasks

### Level 1 – ALL pupils to complete these questions

#### Question 1

The following tasks/activities are carried out in an organisation:

- A. issuing and collecting job application forms
- B. preparing cheques to be sent to suppliers
- C. security-marking ICT hardware
- D. dealing with customer complaints
- E. dealing with incoming mail.

Suggest which department in a large organisation would carry out each of the above tasks/activities. Set out your answer as follows:

Task/Activity	Department
A	
B	
C	
D	
E	

#### Question 2

Copy out the following table. Opposite each department, suggest **three** job titles which you are likely to find in that department and **three** tasks/activities which would be carried out by that department.

Department	Job Titles	Tasks/Activities
Sales	1	1
	2	2
	3	3
Human Resources	1	1
	2	2
	3	3
IT Services	1	1
	2	2
	3	3
Purchases	1	1
	2	2
	3	3

### Question 3

Carruther's is a large bus company , which has the following departments: Finance; Administration; Human Resources; and Sales and Marketing.

The following job titles are to be found in the above departments:

- Health and Safety Officer
- Invoice Clerk
- Promotions Manager
- Secretary.

(a) For each of the above job titles suggest the department in which it is likely to be found.

(b) For each job title identify a main task/activity which would be carried out by a person with that job title.

Set out your answer as follows (the first one has been done for you):

Job Title	Department	Main Activity/Task
Health and Safety Officer	Human Resources	Advising on health and safety legislation
Invoice Clerk		
Promotions Manager		
Secretary		

Level 2 – pupils should attempt to complete these questions

**Question 4**

Office Junior  
Required for large busy office of well-known department store.

Tasks will include general office duties as well as word processing, filing and assisting at reception.

For application form please Write or telephone:  
Human Resources Manager  
John Louises  
24 George Street  
Glasgow  
G1 9JY  
(0141 663 9976)

This job advertisement was taken from a newspaper.

- a) Describe two filing and two word processing tasks which the Office Junior might be expected to undertake.
- b) Describe three other tasks which might come under the heading of general office duties.

**Question 5**

A recent Health and Safety course for employees of Mega Volumes, a large publishing company, received poor evaluations from the members of staff who attended.

Below are a few of the comments made by members of staff:

- The trainers did not seem to know what they were talking about.
  - The trainers could not answer my questions.
  - The programme was not relevant to my job.
- (a) Which department of Mega Volumes should deal with the above comments?
  - (b) Suggest how future health and safety training could be improved.
  - (c) Identify three areas of work (other than staff training) which would be undertaken by the department you identified in (a) above.

Level 3 – pupils should attempt to complete these questions if they want to challenge themselves

**Question 6**

The following excerpt has been taken from a letter sent recently to FixIt4Us, a large building firm.

*'Lastly, the most recent invoice was for work which had already been charged by you on a previous invoice and which had already been paid by us!'*

- a) Which department of FixIt4Us would be responsible for processing invoices and payments?
- b) Suggest three other activities/tasks which would be undertaken by the department you identified in (a) above
- c) Suggest three other documents which the department you identified in (a) above would deal with on a regular basis.

**Question 7**

Harper's, a large manufacturing firm which makes bedroom furniture, is organised into the following departments: Sales, Production, Purchases, Human Resources, Finance, and Administration. The Administration department carries out the range of office services for the other departments.

- a) Suggest four services which the Administration department would carry out for all the other departments of Harper's.
- b) Explain how Harper's saves money and increases efficiency by having the Administration department carry out services for the other departments.
- c) Suggest four job titles likely to be found in the Administration department.
- d) Outline, in the form of a diagram, a possible management structure for the Administration department.