



**NEW
STRUCTURE
FOR MILESTONE**

CHANGES WITHIN MY ROLE - HR/ADMIN MANAGER

RECRUITMENT
FUNCTION



INDUCTION
PROCESS



OFFICE
ENVIRONMENT



OFFICE
SET UP



NEEDS
ARE MET



TRAINING

- DEMONSTRATING MY LEADERSHIP
- MAKING DECISIONS AND IMPLEMENTING THEM
- THE PEOPLE FUNCTION/OFFICE ENVIRONMENT- OBSERVING BEHAVIOURAL PATTERNS
- MORE INVOLVEMENT WITH THE ACCOUNTING FUNCTION
- TIME MANAGEMENT
- FURTHER KNOWLEDGE RE TRAINING CONTENT

CHANGES WITHIN THE OFFICE ENVIRONMENT

NEW CONSULTANTS

- CONSULTANCY ROOM SET UP (WORKING WITH MWB)
- ENSURING CONSULTANTS NEEDS ARE MET /OFFICES ARE SUITABLY STRUCTURED TO ENSURE A POSITIVE WORKING ENVIRONMENT.

MOVING FORWARD

- PROCEDURE FORM- WHEN IS THIS BEING IMPLEMENTED AS AN OFFICIAL PROCEDURE?
- PROCEDURE TO BE CARRIED OUT WHERE STAFF ARE AWARE OF THEIR SPECIFIC ROLES WITHIN THE ORGANISATION (EACH ROLE NEEDS TO BE CLEARLY DEFINED)
- HOLIDAYS/ SICK LEAVE
- PHONE USAGE FOR PERSONAL CALLS/MONITORING TIME SPENT ON BREAKS

TRAINING

- TRAINERS RESPONSIBLE FOR TRAINING ROOM SET UP BEFORE COURSE DELIVERY

RECRUITMENT IN THE NEW YEAR

JUNIOR/ADMIN ASSISTANT – FULL TIME ROLE

RESPONSIBILITIES WILL INCLUDE:

- CREDIT CONTROL
- MANAGE CALLS AS FIRST POINT OF CONTACT
- STOCK TAKE/TRAINING ROOMS/OFFICE/ROOM 19/POST/STATIONERY

MY ROLE AS ADMIN MANAGER WILL ALLOW/ENSURE THAT I CAN FOLLOW UP THE PROGRESS OF CREDIT CONTROL AND TAKE ACTION WHERE NECESSARY.

MOVING FORWARD: QUESTIONS & ANSWERS

ACTION: PERFORMANCE APPRAISAL (ONCE IN 2 MONTHS)

OUTCOME: HAS NOT BEEN BENEFICIAL, CRITICISM NOT TAKEN AS CONSTRUCTIVE

ACTION: GENERAL MEETING WITH STAFF TO CREATE MOTIVATION AND ADDRESS ISSUES

OUTCOME: IN OUR FUTURE PLANS, HOWEVER DEPENDS ON CONSULTANT AVAILABILITY

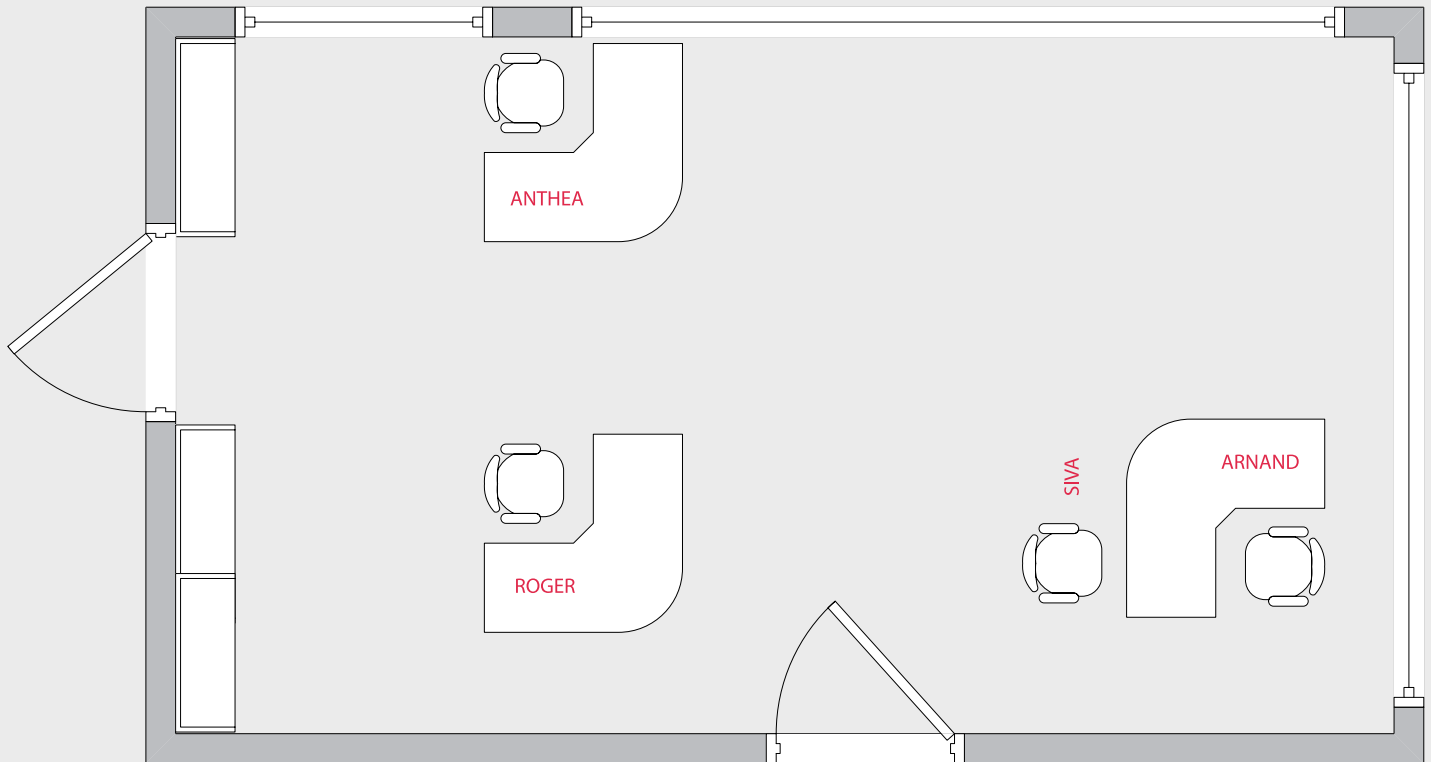
ACTION: ORGANISING MORE SOCIAL EVENTS FOR BETTER WORKING RELATIONSHIPS

OUTCOME: SOMETHING WE CAN LOOK AT IN THE NEW YEAR

VISION

- SMOOTHER PROCESSES WITHIN THE ADMIN DEPARTMENT
- ORGANISED STRUCTURES
- CLEARLY DEFINED ROLES

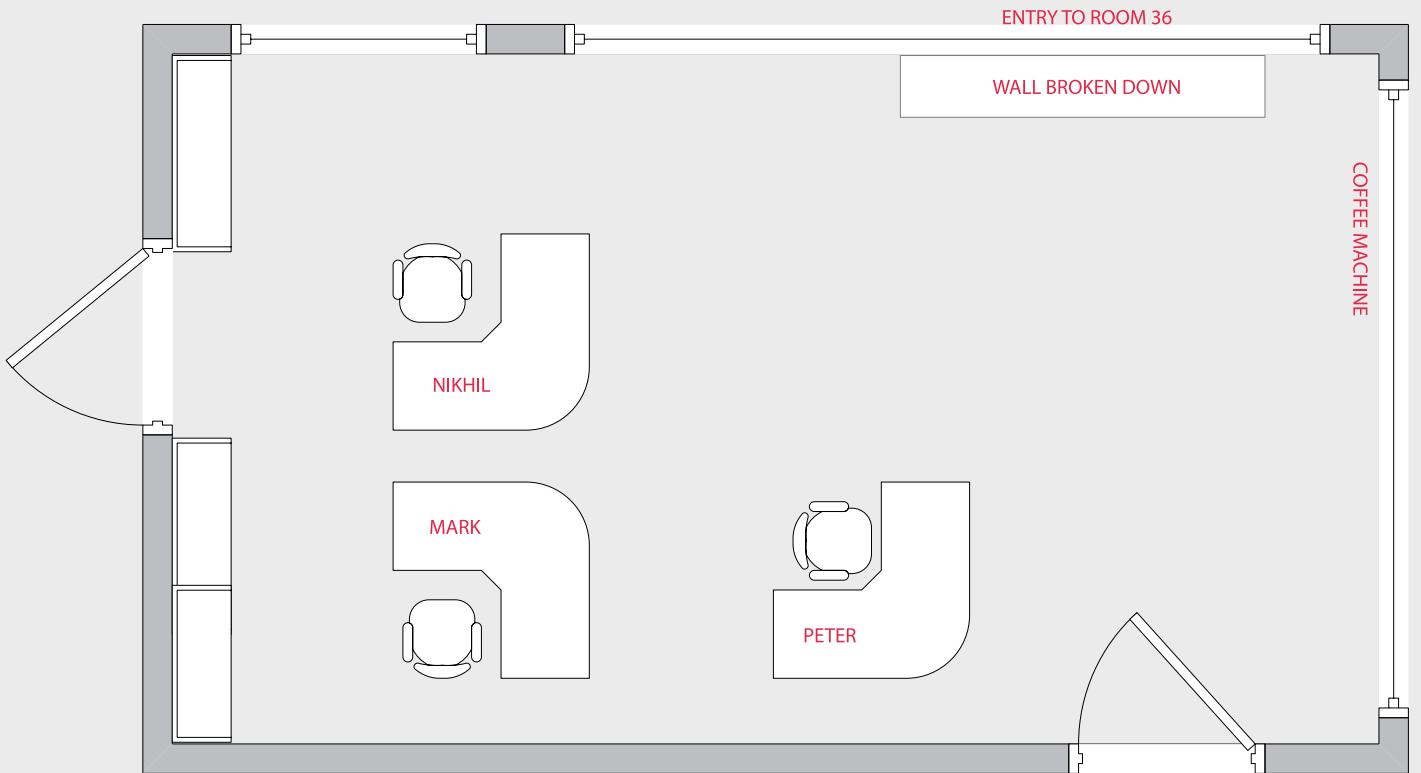
ROOM 36 - CONSULTANTS



NOTES:

1. TELEPHONE EXTENSIONS
2. KEYS FOR ROOM 36
3. ROOM SET UP
4. PRINTER

ROOM 37 - SALES



IMPROVEMENTS WITHIN THE ORGANISATION

1. WHAT CHANGES NEED TO BE MADE
2. WHAT ARE THE DRAWBACKS
3. CAN CHANGES BE SUCCESSFULLY IMPLEMENTED
4. HOW TO INCREASE ENTHUSIASM WITHIN THE ORGANISATION

FEEDBACK/OUTCOME: