# Checklist: Administrative Systems

## Visitor Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Not needed** |
| Organisation has an appointment system and guidelines on communicating with visitors prior to their visit. |  |  |  |
| Organisation has a signboard outside the office indicating name of Organisation, office hours and contact details. |  |  |  |
| Organisation has guidelines for the responsibilities of the receptionist: answering the door, welcoming and hosting visitors etc. |  |  |  |
| Organisation has a reception area with chairs and some reading material (brochures, newsletter, annual report etc.). |  |  |  |
| Organisation has a system to collect contact details of visitors for any follow up requirements (visitor book, collection of visiting cards). |  |  |  |
| Organisation has process for follow-up communications. |  |  |  |

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## External Office Communications

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Not needed** |
| Organisation has a written telephone code in place. |  |  |  |
| Organisation has a telephone message system in place to leave a note to absent staff members. |  |  |  |
| Organisation has procedures in place for all external communication.  |  |  |  |
| Organisation has standard templates to write letters. |  |  |  |
| Organisation has a database with the contact details of different stakeholders (partners, donors, supporters etc.) |  |  |  |

## Internal Office Communications

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Not needed** |
| Organisation has regular office meetings. |  |  |  |
| Organisation has an office noticeboard where news and other relevant information can be displayed. |  |  |  |
| Organisation has an internal communication process through information via e-mails. |  |  |  |
| Organisation has a system to circulate physical documents or memos. |  |  |  |
| Organisation has a policy for office discipline in place. |  |  |  |

## Filing and Record Keeping System

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Not needed** |
| Organisation has a shared filing system in place, which all staff members can access to safe and store their files (Dropbox, shared folder etc.). |  |  |  |
| Organisation has a system to document and maintain records of all codes observed by the office. |  |  |  |
| Organisation has several folders to maintain hard copies of all sensitive and important case files. |  |  |  |
| Organisation has a folder to maintain original records of all official registration documents. |  |  |  |
| Organisation has a folder to maintain financial records from the current year (receipts, invoices, bank transfers etc.). |  |  |  |

## Financial Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Not needed** |
| Organisation has a system and guidelines for handling petty cash. |  |  |  |
| Organisation has procedures for cash reimbursements. |  |  |  |
| Organisation has procedures in place to make payments to various vendors. |  |  |  |
| Organisation has procedures to obtain the signature from the authorized signatory for all bank transactions. |  |  |  |

## Vendor Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Not needed |
| Organisation has templates and procedures to communicate with various vendors to secure services to staff and visitors. |  |  |  |
| Organisation has a procedure for procurements. |  |  |  |
| Organisation has set procedures to receive quotations and inform the relevant staff member of the decisions. |  |  |  |
| Organisation has payment procedures in place. |  |  |  |

## Office Maintenance

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Not needed |
| Organisation has a system to ensure purchase and maintaining stock of stationery and all other supplies required for the office. |  |  |  |