



## **ADMINISTRATION PROCEDURES**

Administration procedures identify the actions to be followed when completing the regular tasks of the Association's operations. The aim is to ensure that Association administrators complete regularly occurring tasks correctly and in a consistent manner.

By documenting procedures and insisting they are adhered to, the Association enables an efficiency to be realised and relieves personnel of unnecessary pressure. Association personnel do not waste their and other administrator's time asking questions about how to complete the tasks of standard Association operations.

It is good practice to include the personnel who will be required to complete the task in documenting the procedures required to execute appropriately. Administrators will be more satisfied and adherent to following procedures for which they have contributed and are able to provide practical experience as to how best accomplish.

An additional benefit is the removal of assumption associated with tasks to be completed that are not documented. Administrators are released from the stress of being concerned, "are they doing it the right way?", the manner in which the task is to be completed is recorded step by step ensuring personnel can be consistent in their administrative actions.

Documented procedures for regularly undertaken tasks allow for effective succession in the replacement of an administrator; either through temporary absence or permanent departure from the Association. It is a great assistance to a new administrator to have the actions recorded, providing direction on the execution of necessary Association activities.

Finally, an Association that documents their procedures provides for transparency in their operation and allows for continuous improvement. It is difficult to evaluate tasks which are completed in an ad hoc fashion, rather than in accordance with written procedures. By having a tangible process to follow, the Association can compare their procedures to alternatives and assess the relevance to contemporary practice. This leads the Association to the important principle of continuous improvement.

Administration procedures that should be documented include:

- how fees are processed.
- how to deal with membership enquiries.
- how to register a member.