

THE RIGHT BLEND OF ADMINISTRATIVE MANAGEMENT

A renewed approach to teamwork and data management

17 September 2012

Overview

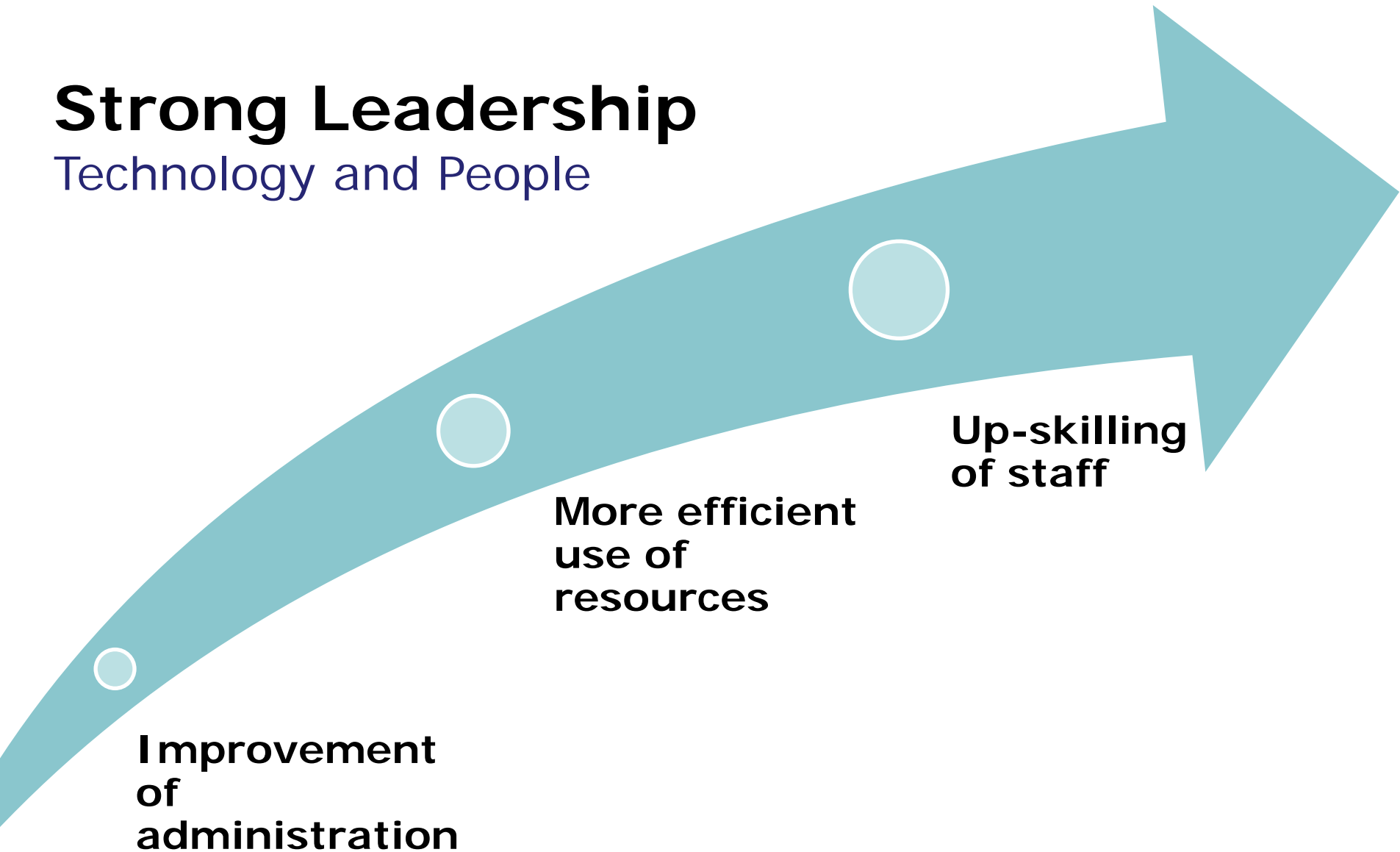
- Contribute to your strategic plan
- Current problems of data management
- Working differently staff and technology
- Using relational databases and some aspects to consider
- Overview of some already implemented databases
 - what led to their design and examples of strategic value
- Recommendations which help meet the strategic plan

Manager's Aim

Contribute to strategic plan

Strong Leadership

Technology and People



What goes wrong



- Meeting attendance sheet (misspelled names)

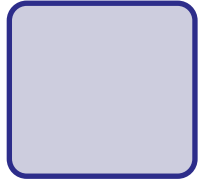


- Sends agenda using distribution list (names hidden; list incorrect)

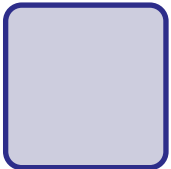


- Updates the generic email list is on leave

Impact of Errors



In many circumstances **a matter of frustration, disruption and inconvenience.**



If a key person missed information **the whole project might need to be delayed.**



Even simple jobs **done well aids strategic goals** and if done badly could hamper them

Working differently
to benefit entire team

Use **your team** to create and share one or more **relational databases**

Support **open and transparent** communication, based on trust, to promote **creativity and innovation**

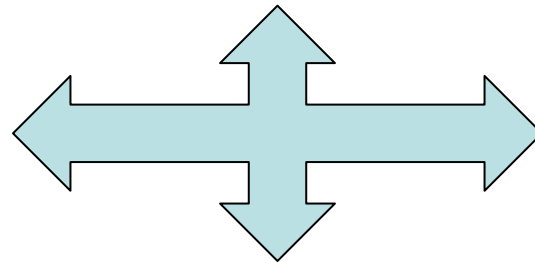
Using relational database(s)



Collects data into tables
Easily grouped



Same
"version of the
truth"



Immediate
benefits of
shared data



Connections
to other's work and
between own tasks.

Data Synergies

The data itself does not dictate the strength of the synergy;
it's purpose does.

For Council Office

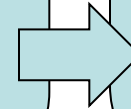
Strong Synergy
For most teams

For Chemical Sciences

- "Other" job
- Role on committee

- ID
- Names of staff
- Contact details

- First Aid
- Access cards



Team Size



1

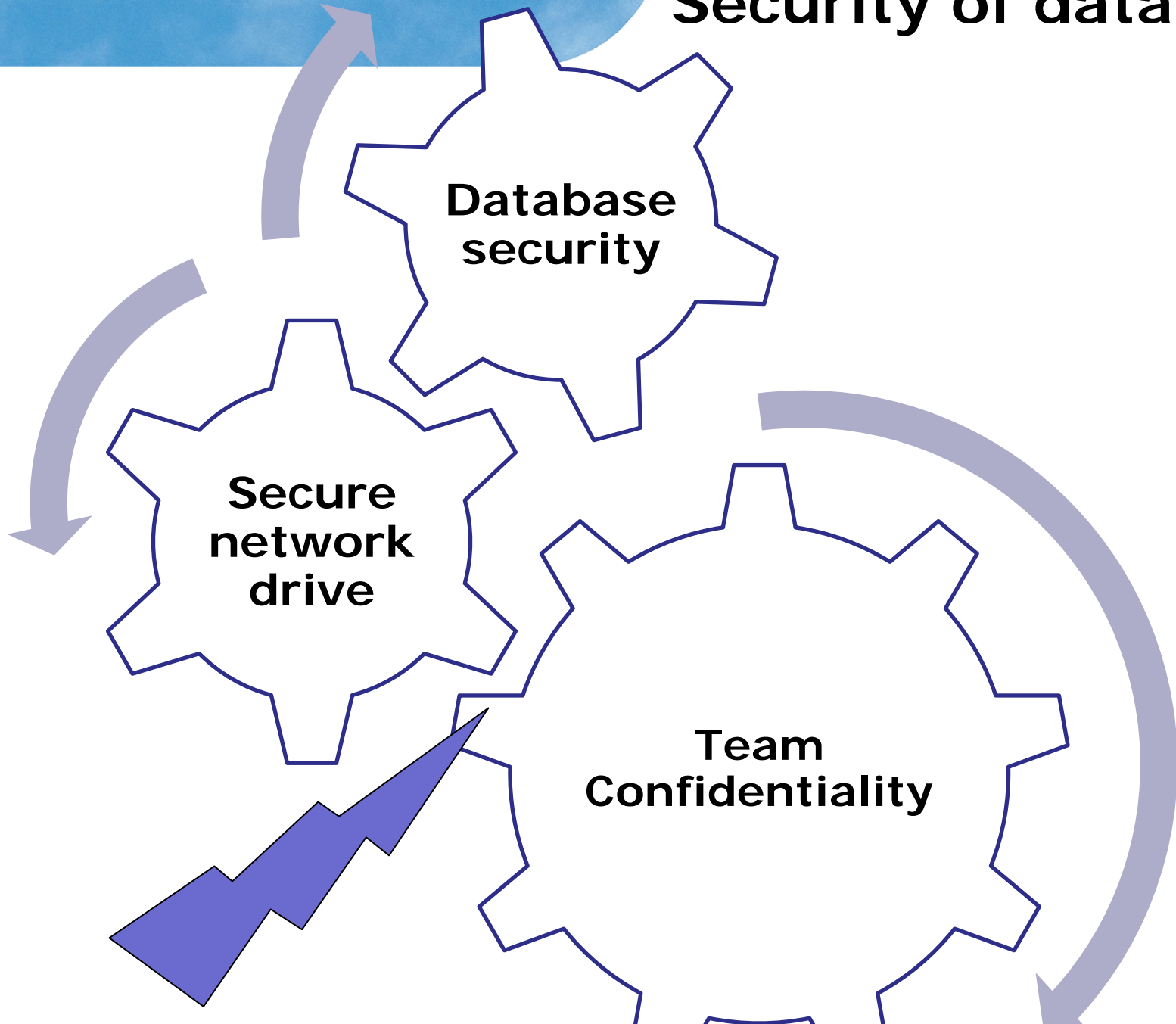
.....more

As many as can be
trusted with ongoing
reliability and expansion

Integrated programmes

- Own initiative and responsibility
- Diminished training
- Good mental models

Security of database



Size of database



Not dictated by numbers in team

One large report

Interrelated data

More data more flexibility

Overall meaningfulness

Starting new database

Pre-packaged templates... tweaked

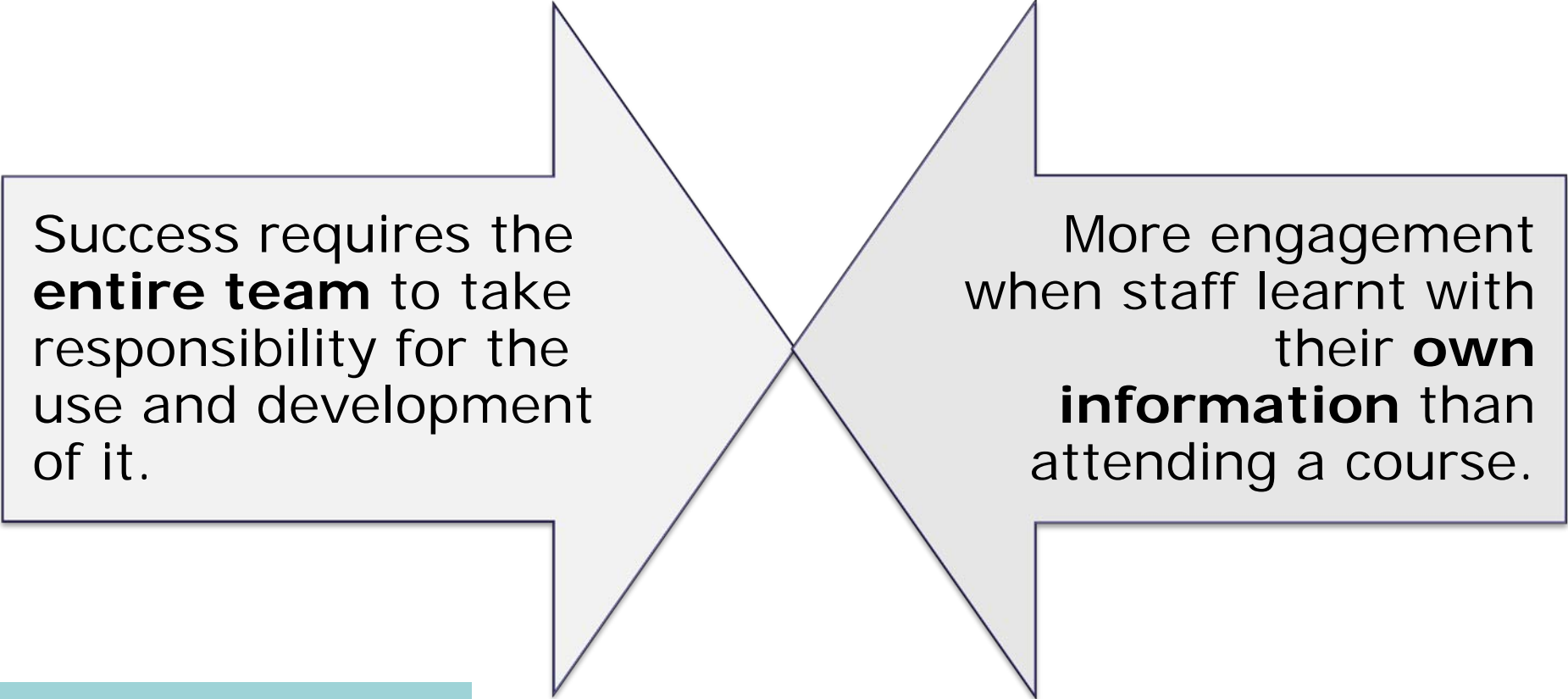
Imports from other databases

*Disclaimer:
MS Office suite
Plenty of help online*

Transfer spreadsheets and input updates

Interface organisational reports

Team training



Success requires the **entire team** to take responsibility for the use and development of it.

More engagement when staff learnt with their **own information** than attending a course.

Demystified
Personalised
Collegial

Several implemented databases

1. Secretariat

- Executive review functioning of committees
- Better transition of committee membership

Members, terms of offices, attendance records, quorum calculation, reports

Several implemented databases

2.

Doctoral Degrees

- Proactive service delivery
- Closed gap between thesis submissions to graduation

Candidates, examiners, supervisors, titles, processes, index of theses

Did not replicate the HODs information: imported from Secretariat database

Several implemented databases

3.

Academic Departments

- Better financial reporting, processing of contracts
- More streamlined information enabling better service

Budgets, staff, prizes, conferences, courses

Security, health and safety, building

Smart tag emails, better lists, interfacing reports

Several implemented databases

4.

Confidential Salaries

- Accumulation of monthly reports
- Enables checking against contract information

Regular reports from HR

One person uses database;
filters reports to other

Several implemented databases

5. Childcare facility

- Attendance accurate for transport, catering, and staff allocation
- Greater confidence by parents

Children, staff and guardians, health, transport, attendance, staff-child ratios

5 Recommendations for Managers

1.
Change to
ownership of
data from
the
individual to
the team

- Good leadership and governance

5 Recommendations for Managers

2.

Introduce
one or
more
relational
databases
for the
team

- Enhanced communication
- Better use of technology

5 Recommendations for Managers

3.

Launch
database
with any
meaningful
data; build
from
there.

- Continuous improvement
- Meets changing needs

5 Recommendations for Managers

4.

Provide
highly
relevant
on-the-job
training

- Up-skilled staff
- Fosters team work

5 Recommendations for Managers

5.

Recognise
common
sense to
be
balanced
with
creativity.

- Build internal capacity and capability

Acknowledgements

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prepare for the conference.

This is an abridged version of the paper
The Right Blend of Administrative Management
which cites all references.

You are welcome to contact me
c.comber@auckland.ac.nz for further
discussion.