Unlocking Effective CSO Operations (Administration)

Capacity Strengthening Workshop for Civil Society Organizations'

Kisumu, Kenya

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Introduction

- The Administration Office or the administrator plays a central role in ensuring smooth operations, compliance, and support for programmatic work.
  - Coordination of activities,
  - Ensuring systems are working well, and
  - Creating an enabling environment for the organization's mission.

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Session Content

- Office & Information Management
- Organizational Governance & Compliance
- Resource Administration (in coordination with Finance)
- Logistics & Operations
- Policy & Systems Development
- Human Resource (HR) & People Management
- Safety & Security
- Conclusion
- Q&A

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Office & Information Management

- Manage correspondence, filing systems, and record-keeping (both physical and digital).
- Handle communications (letters, memos, notices, reports).
- Maintain ICT systems, databases, and security of information.

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Organizational Governance & Compliance

- Maintain statutory documents (registration, licenses, tax, NGO board filings, etc.).
- Ensure compliance with legal, donor, and regulatory requirements.
- Support the leadership with meetings, minutes, and policy documentation.

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Resource Administration (in coordination with Finance)

- Process procurement and maintain vendor contracts.
- Support budget monitoring through administrative controls.
- Manage petty cash, office supplies, and service providers.
- Track and safeguard organizational assets.
- Maintain inventory and asset registers.

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Logistics & Operations

- Organize meetings, workshops, and trainings.
- Coordinate staff travel, transport, and accommodation.
- Manage office space, equipment, and utilities.
- Provide logistical support for field operations and project activities.

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Policy & Systems Development

- Support drafting, updating, and enforcing organizational policies (HR, procurement, security, etc.).
- Monitor adherence to internal procedures and reporting standards.
- Contribute to organizational audits and reviews.

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Human Resource (HR) & People Management

- Maintain employee records and contracts.
- Support recruitment, orientation, and staff welfare.
- Manage payroll, leave records, and performance appraisals.
- Ensure compliance with labor laws and HR policies.

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Safety & Security

- Oversee office safety, security, and maintenance.
- Ensure safeguarding protocols and policies are observed.
- Manage organizational assets and ensure proper usage.

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Conclusion

The admin office, in any organization, is the “engine room”, ensuring compliance, managing people and resources, keeping records, and enabling program teams to deliver effectively.

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Q&A



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