

THE ROLE OF THE OFFICER IN THE TEAM

A DEFINITION:

An officer is a manager. In the context of the officer/secretary relationship the officer is charged with achieving results through effective allocation of resources: physical, time, economic and human. In the world of increased work and limited resources, it is important to determine priorities and allocate wisely.

SKILLS NEEDED TO PERFORM THE ROLE OF A MANAGER:

- Technical Skills: training/expertise related to the nature of the work (eg. scientific, accounting, etc.);
- Management Skills: planning, organizing, leading, controlling, decision-making, etc. necessary to perform the "management process";
- Interpersonal Skills: managing relationships at all levels, communicating well with superiors, subordinates and peers, negotiating to gain co-operation, and to work well within a team, etc. (It also means being able to deal effectively with people of different cultures, backgrounds and work styles. As mentioned in the SCY definition an officer must know the SCY's capabilities and be able to delegate to the secretary's abilities.);
- Administrative Skills: managing the office, dealing with paperwork, people, time management, quality control, etc.
- Organization Skills: working well within the organization. (This includes knowledge about the organization itself, its objectives, policies, guidelines and rules as well as a clear understanding of roles and relationships and how the system works.)

ANALOGY:

Members of the team all require the same basic skills. Their application may differ, but their presence in all members is essential.

SOME RESULTS OF GOOD MANAGEMENT:

- * regular hours of work;
- * advance notice of overtime;
- * information to members regarding deadlines;
- * information to members regarding expectations;
- * regular breaks and holidays
- * training and development (on the job and in the classroom);
- * inclusion of relevant members (include secretaries) in meetings dealing with office problems;