

Administrative Services Division

In conjunction with other interested departments, this Division reviews and recommends improvements in conditions of service abroad. Continuing consideration is given to such matters as the allowances provided for living, rent, education, representation and hardship situations, as well as to foreign service leave, the medical problems of posted personnel, and superannuation.

Such personnel support services as control of the payment of salaries and allowances and the maintenance of leave, attendance and superannuation records are provided by this Division, which also assumes responsibility for the co-ordination of posting arrangements for personnel proceeding to and returning from posts abroad, the preparation of letters of administrative instructions for heads of post, the processing of hospital and medical claims from personnel abroad, and, in co-operation with other divisions and posts abroad, the provision of living accommodation at overseas missions.

Amendments to the Departmental Manual of Regulations, the production of Circular Documents, Personnel Administrative Notices and Post Reports and the maintenance of a departmental system for recording and distributing regulations and authorities issued by the Privy Council and Treasury Board are additional responsibilities of this Division. Further, its Production Services Unit prints and distributes abroad certain reference papers and general information, and provides facilities for the reproduction of departmental documents.

Organization and Methods Unit

As a result of the study of administrative divisions completed in 1964 by a firm of management consultants, an Organization and Methods Unit has been added to the Department to provide, on a continuing basis, improvement in departmental management and operating procedures.

A three-year programme of studies has been drawn up, stemming from the projects suggested by the management consultants and proposals submitted by heads of division and by senior management. One of these studies, now completed, concerns the mailing-list procedures followed in the distribution of departmental publications. Recommendations advanced for improving the effectiveness of related operations and reducing their cost have been implemented and the project has encouraged staff members to develop further improvements on their own. A second study involves a comprehensive examination of personnel records and is expected to provide more effective service through analysis of all phases of personnel work.

A long-range form improvement programme has been inaugurated and day-to-day advice and assistance have been provided to those divisions affected by the change.

All divisions have been made aware of the purpose and objectives of the O and M Unit and have been invited both to submit proposals for formal projects and to seek advice in solving management problems.

Because of the shortage of qualified candidates, the recruitment of staff has been a major problem for the new Unit, but, with two of the key officer positions now filled, it is hoped that additional help will be secured within the next few months.