



Farry Riddell Business Consultancy

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DAILY OPERATION				
TASK	KPI	MET	NOT MET	COMMENT
All banking reports to be printed daily	<i>Printed copies to be given/reported to Line Manager</i>			
Meet with Line Manager daily	<i>Daily meeting with Line Manager completed</i>			
Mail to be collected daily	<i>Post picked up each morning and discussed with Line Manager</i>			
Office manual schedules to be consulted daily to ensure nothing is missed	<i>Nothing missed</i>			

SUPPORT FOR OUTSIDE DIRECTORSHIPS				
TASK	KPI	MET	NOT MET	COMMENT
Tasks for other Managers followed through and completed when required	<i>All tasks completed in timely manner in accordance to deadlines</i>			
Setting aside time as required	<i>Ensuring diary has a grading system in order to identify high priority/importance tasks</i>			

HARMONIOUS WORKING ENVIRONMENT

TASK	KPI	MET	NOT MET	COMMENT
Discuss any issues as they arise	<i>Good atmosphere in office, no underlying problems with any party</i>			

ENSURE EFFICIENT OPERATION OF OFFICE

TASK	KPI	MET	NOT MET	COMMENT
Operate clear desk policy	<i>Ensure desk is free of any file and papers not currently being worked on</i>			
Maintain files and filing systems	<i>Every month go through companies and ensure things filed as they should be</i>			
Keep accurate, up to date and detailed diary	<i>Line Manager to check this sporadically</i>			
Regular checking of weekly, monthly and yearly schedule	<i>Nothing missed</i>			
Ensure Office Manual is kept up to date with the correct information	<i>Once this is finished being updated, get someone to check over. Every quarter use office manual when completing tasks to ensure the information is correct</i>			

MANAGEMENT OF RESOURCES

TASK	KPI	MET	NOT MET	COMMENT
Ensuring ordering is done in correct fashion	<i>Consult Office Manual</i>			
Ensuring back up supply is always in stock	<i>Never run out of supplies, check monthly in cupboard to ensure this is not going to happen</i>			
Never running out of supplies				

PR FOR THE BUSINESS

TASK	KPI	MET	NOT MET	COMMENT
Word of mouth	<i>Feedback from Line Manager – any feedback from clients etc</i>			

ENSURING AND ENHANCING GOOD RELATIONSHIP

TASK	KPI	MET	NOT MET	COMMENT
Regular meetings	<i>Daily meetings completed and Tuesday meetings completed</i>			
Discuss any issues as they arise	<i>Issues discussed in a calm, professional manner</i>			
Ask for feedback regularly	<i>Feedback received on a regular basis</i>			
Liaise with other companies and branches	<i>Reflected in timesheets, diary, Line Manager's meetings with other branches</i>			

PURCHASES WITHIN BUDGET				
TASK	KPI	MET	NOT MET	COMMENT
Familiarise oneself with budget	<i>Display to Line Manager an understanding of budgets at meeting</i>			
Forecast items required at beginning of the financial year	<i>Liaise with Line Manager and create spreadsheet detailing this</i>			

MAINTAIN SPIRIT OF CO-OPERATION AND SUPPORT IN THE BUSINESS				
TASK	KPI	MET	NOT MET	COMMENT
Help wherever needed	<i>All reasonable requests for help met</i>			
Volunteer for other projects	<i>During quiet periods, ensure that offers for help are made – will be reflected in diary</i>			

EXECUTIVE ASSISTANT TO THE EXECUTIVE DIRECTOR				
TASK	KPI	MET	NOT MET	COMMENT
Undertake any tasks required	<i>Within reasonable boundaries, undertake and complete any task as required. Director will give feedback</i>			

ACCOUNTING PROCEDURES				
TASK	KPI	MET	NOT MET	COMMENT
Reconciliation of invoices, statements and creditor payments on the 20 th each month	<i>All creditors to be paid on or around 20th month – all invoices gone from files</i>			
Bankings	<i>All deposits recorded on Daily Bankings from the bank</i>			
Confirmation of Monthly Operating Statements prepared by the accountant	<i>A reduction in queries from the Accountants when preparing Monthly Operating Statements</i>			

MAIL PROCESSING				
TASK	KPI	MET	NOT MET	COMMENT
All mail to be recorded on mail sheet	<i>Regular checks on mail sheet</i>			
All mail to be posted by 16:50	<i>No post in office after 16:50</i>			
Ensure correct entity and addressee is on sheet	<i>Line Manager to perform sporadic checks on mail sheet</i>			
Record whether courier, freepost, redirect, fast post, international etc	<i>Line Manager to perform sporadic checks on mail sheet</i>			

FILING				
TASK	KPI	MET	NOT MET	COMMENT
All filing to have consistency	<i>This will be apparent at end of year reconciliations</i>			
Filing cabinet files to be archived to cupboard regularly	<i>No more than 2 months worth of cheque vouchers to be kept in file – Quarterly checks made on rest of files</i>			
Appropriate copies are taken and kept	<i>Take appropriate copies</i>			
All files to be filed in correct company	<i>Quarterly random checks to be undertaken</i>			
All cheque vouchers to be filed in sequential order, all Internet Banking Batches in date order	<i>Monthly checks and cashbooks done</i>			

ASSISTING WITH ADVERTISING				
TASK	KPI	MET	NOT MET	COMMENT
Knowing advertising prices for different publications	<i>Ability to inform Line Manager of pricing for certain adverts</i>			
The ability to produce suitable adverts for publications	<i>Producing suitable adverts in according to Line Manager's standards</i>			
Liaising with outside companies	<i>Knowing who to contact in each company and results delivered</i>			

