

Reflective report- Administration

According to Collins Dictionary 'administration is the range of activities connected with organising and supervising the way that an organisation functions.' It is also referred to as business administration, it involves the efficient and effective organisation of people, information, and other resources to achieve organisational objectives.

Community Engagement has several weekly activities that student volunteers can do, but before they start volunteering, they need to fill in a form to join, on this form they write their details such as name, surname, and the course they are studying. After they fill it, we at the office must record their details on the Community Engagement database. When they start to volunteer there are six activities weekly which include Jan Hofmeyer where the volunteers help with meal preparation at the soup kitchen; Campus Clean-up where volunteers clean the campus, pick up papers and throw them in the recycling bins; Boys and Girls South Africa where volunteers assist Grade R- Grade 12 learners with homework and career guidance; Inner City Mission for Children is the same objective as Boys & Girls, but this one we do it on Saturdays; Mihandzu where we help Grade 8-11 with Mathematics, Information Technology and Career Guidance; and Recruitment & Data where volunteers recruit students to join Community Engagement and recording of hours.

What was expected from me from my mentor was to show up every day at the office to record hours. I was working on the Campus Clean-up file. With recording the hours, I first had to go through the registers that the volunteers signed, because for every activity there is a register to sign time in and time out or how many hours a volunteer has worked on that particular day. Going through the registers I had to write the volunteers' names on a piece of paper to sum up all their hours from the first semester to second semester. After summing up the total hours I had to record the hours on the database, we had to record all the hours from all the files on the database. Recording the hours on the database was actually tougher than I had imagined, because I had to search someone's name, and sometimes the person's name would not appear on the system. Then you search their student number but still they don't appear, sometimes you search someone five times, and still they don't appear sometimes they do, so for the names that did not appear I had to create a new sheet for them to add them on the system. After recording we had to compile a list of people who have 80 hours and above so they can print out certificates for them. I also had to check if people's details were correct before the certificates

could be printed. We also asked the volunteers to check their hours, some people even wanted to hit us when their hours did not reach eighty (80), saying we robbed them we should recount. Then we had to compile a list of Top 25 Volunteers, the people with the most hours.

I learned to pay attention to detail, because I remember when compiling the list of the volunteers who have 80 hours and above, I had missed two people. I learned that I must triple check and reread the things or tasks that I do. Doing admin work I got to build relationships with the volunteers because I got to communicate with them on a daily basis, this also helped me to improve my communication. I also got to work on my emotional intelligence, because working with people you must know how to control your emotions, because not everyone will agree with you, you get challenged every day. Communicating with the people who had complaints about their hours, I had to remain calm because they were angry, so I had to be calm and talk to them nicely and tell them that we will recheck and fix it. I also had a broad scope of responsibilities, doing admin you do not only do one thing, but you get to wear many hats. It was also an autonomous environment, because we could create our system for completing tasks as long as the end product of our efforts meets the standard that is required. I have learned that everyone makes mistakes, and it is okay to admit that you made a mistake and try to fix it.