



## **Program Synopsis Administration**

### **Administration Overview**

Administrative Services include Human Resources, Information Technology, Scheduling and Systems. Administrative Services is a strong support to Financial Services including Payroll. Administrative Services is a support provider to the entire Robin Hood Association.

Microsoft Dynamics NAV is the primary ERP solution utilized by Administrative and Financial services to manage people, data, and processes. The maintenance of accurate and timely system linkage between system modules is a key focus of Administration.

- Information Technology safeguards the system.
- Human Resources manages staff positions and financial allocations within the HR module.
- Scheduling manages staff scheduled hours within the Scheduling module.
- Payroll manages staff actual hours worked within the Payroll module.
- Finance assigns financial allocations to HR and manages the labor dollars for financial reporting within the Finance module.

Robin Hood Association has grown to exceed 500 active employees and over 1000 unique active commenced assignments. Change Point Management is another key focus of Administration. Change Point control includes information sharing, a trigger for action (initiates a change of information & system process steps) and it provides an audit trail of these changes. Examples of these Change Points are shift changes, commencements, and resignations. Administration processes on average 100 staff change points every month. Change Points must be managed correctly and timely to ensure system stability and accurate staffing records, schedules, payroll, and organizational financial information. Many Change Points are program driven to ensure that exceptional service delivery is always Robin Hood's number one priority.

### **Human Resources Overview**

The Human Resources program is responsible for the day-to-day maintenance and management of the Microsoft Dynamics NAV Human Resource module. Human Resources is responsible for Policy & Procedure Awareness and Application, Supervisory Support, Staff

Development, Performance Management, Recruiting and Orientation, Staff Training, Employee Benefits, HR Administration and Staff Communication.

The Human Resources program consists of four full time staff including an H.R. Manager, and HR Specialist, and two HR Administrators.

**Human Resources key staffing requirements should include but are not limited to:**

- Post-Secondary education in a related field
- Minimum 1+ years administrative experience
- Detail oriented
- Exceptional interpersonal skills and ability to work independently as part of a team

**Information Technology Overview**

The Information Technology program is responsible for the design, implementation, day-to-day monitoring, maintenance and management of all organizational hardware and software including Servers, Workstations, Assets, Staff Accounts, Active Directory, Operating Systems, Security, Licensing, and Back Ups. The program also tracks and manages all technology based assets, advises on and orders new assets, and disposes of old ones.

Information Technology provides User Support to all staff of the Robin Hood Association. Information Technology receives over 2000 requests every year

The Information Technology program consists of two full time staff including an I.T. Manager and an I.T. Technician.

**Information Technology key staffing requirements should include but are not limited to:**

Two staff members, one focusing on system design/management/maintenance/security, project management and implementation, advising leadership, asset management, and overall program responsibility.

The other staff member focuses on day-to-day end user support, PC upgrades maintenance, day to day requests (anything not at the level of a project), and updating the asset database as needed.

**Scheduling Overview**

The Scheduling program is responsible for the day-to-day maintenance and management of the Microsoft Dynamics NAV scheduling module, Staff Change Point management system, Internal Posting and Applicant Management, Master Schedule and Centralized Relief.

The Scheduling program works very closely with the Human Resources, Payroll, and Adult Services teams and consists of one full time Scheduling Manager.

**Scheduling key staffing requirements should include but are not limited to:**

- Post-Secondary education in a related field
- Administrative experience
- Knowledge of employment and labor standards
- Knowledge of organizational policy & procedure
- Working knowledge of Robin Hood Association locations clients and supervisors
- Exceptional interpersonal skills and ability to work independently