



CIAMC

Chartered Institute of Administrators & Management
Consultants - Ghana

24TH APRIL 2019

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CELEBRATING ADMIN PROFESSIONALS

The Chairman for this august occasion, Dr Nana Ato Arthur, Head of the Office of the Local Government Service, and Fellow of the Chartered Institute of Administrators and Management Consultants-Ghana,

Board members of the Chartered Institute of Administrators and Management Consultants-Ghana, here present,

Fellows and senior members of the Institute, here present

Distinguished Conference Planning Partners

Invited Press houses

Ladies and Gentlemen,

The Chartered Institute of Administrators and Management Consultants-Ghana and its partner institutions have called you together this day, Wednesday, 24, April, 2019 to solicit your partnership in the planning and celebration of the maiden and future CIAMC CONFERENCE OF ADMIN PROFESSIONALS in Ghana.

If the boss is the person who adds sparkle to a business, an [administrator](#) applies the oil that keeps its gears moving. Administrators help businesses run smoothly and without their organising role offices would become pretty chaotic.

The role of an administrator varies greatly depending on the industry and size of organisation. In a small business, he/she might literally be everything, from receptionist and secretary to office manager and IT support. In larger firms, the administrator will work in a specific section and in certain organisations, such as law firms or doctors' surgeries; the administrator will be expected to have some specialist knowledge.

But if you thrive on order and calm, hate mess and believe there is a proper place for everything, then, you have confirmed the characteristics of an administrator.

Admin Professionals are made up of administrative support staff, Office Managers or Administrative Managers, Senior Management Administrators, CEOs and Chartered Professional Administrators. They work in many industries ranging from construction to finance to hospitality to much more.

Ladies and gentlemen, Administration is about managing people and allocating resources efficiently and effectively by applying microeconomic principles, with the goal to achieve stability, growth and profitability for a business.

Why the Conference of admin professionals?

Administrative Professionals

Administrative professionals are the individuals who constitute the administrative support system of corporate Ghana and beyond. You'll find them using titles in workplaces such as administrative assistant, administrative secretary, executive administrative assistant, executive assistant, senior administrative assistant and even office manager. Those are some of the common titles of administrative professionals. However, admin titles are specific to individual companies.

Administrative professionals perform work that includes writing business correspondence, developing and maintaining paper and electronic filing systems, managing individual projects, conducting research online and offline, creating and maintaining databases, scheduling for managers and executives, maintaining calendar systems for individuals and departments, ordering office supplies and maintaining inventories, leasing office equipment, working with vendors, answering and handling telephone calls, creating spreadsheets and reports, planning and coordinating small and large meetings and events, making travel arrangements, and much, much more. Many administrative support professionals support multiple managers or entire departments, even entire small companies, while others work for individual executives. They usually are good communicators, able to adapt to different personalities and work styles of managers, executives and co-workers whom they assist and/or work with.

Indispensable

Where would you be without your administrative assistant? Who would handle all the nitty-gritty work that needs to be done plus the big picture things? Who would set up your travel and meetings and troubleshoot? Who has your back, no matter what?

They are indeed invaluable members of the office team, charged with overseeing and coordinating the day to day operations of a business. Administrators direct the affairs and execute the processes, whether in civil, judicial, political, or priestly affairs.

A survey conducted by OfficeTeam, a research unit, on 172 senior managers who have administrative assistants, in the United States and Canada revealed that, on average, 35% of

the Manager's time is saved by their administrative assistants, that is, almost three (3) hours a day. Office and Administrative support positions are projected to have more than 5.6 million total job openings between 2014 and 2024, the largest among the two occupational groups tracked. In the U.S., it is estimated that, 1 million new jobs will be added in office and administrative support occupations between 2014 and 2024.(OfficeTeam.com). In Ghana the public sector alone employs between 700,000 to 800,000 people of which nearly 400,000, that is about 50%, constitute various categories of admin professionals.

Management Level Administrators

As the world of work changes, office managers and administrators are more important than ever. As companies grapple with how to increase productivity, improve retention levels, and keep pace with the modern workforce, they have been turning to automation, impressive office interiors, and employee wellness programs to create the ideal work environment. Luckily for these growing businesses, they have team members whose responsibility it is to keep their team productive, happy, and organized: office managers and administrative professionals. (*Eleanor Whitney, Managing Editor of All Hands*)

The contemporary administrator is trained and certified to be multi-disciplined. This is because The Administrator must be knowledgeable and skilful to:

-  *employ strategic management principles,*
-  *understands the basic principles and practice of marketing,*
-  *understands the fundamentals of the financial mechanism,*
-  *abreast with the rapidly changing computing and telecommunications technologies,*
and
-  *appreciates the legal implications of decisions taking as individuals and corporate entities.*

The CIAMC conference of admin professionals therefore aims at bringing together the family of administrators to grow in their professional development for effective partnership in achieving organizational goals and national development. Life is about discovering who we are; leading is about striving to become better than we are, and helping everything and everyone around us to become better too.

The theme for the conference is: **“Growing Together as Admin Professionals: Partners in National Development”**

"The task of the leader is to get their people from where they are to where they have not been."
--Henry Kissinger

CIAMC is playing that leadership role to bring all administrators together and take them to their rightful place as a critical organizational and national asset.

The specific objectives are to:

- *Educate and enlighten members on the tenets of best administrative practices*
- *Educate the public and relevant stakeholders on the pivotal role of the administration in the success of every organization.*
- *To create the urgency in administrators to certify as professionals*
- *Inspire administrative support staffs to develop professionally and move up the career ladder with confidence.*
- *Develop criteria for celebrating admin professionals, and subsequent professional's week*

Main Conference Speakers

- i. Minister for Employment and Labour Relations
- ii. Canadian High Commissioner to Ghana

Expected Result

At the end of the conference, we would have:

- i. An initial register of admin professionals sector by sector
- ii. Sensitized the general public on the pivotal role of the administrator in the firm's successful operations
- iii. Launched a competency framework for excellent administration practice
- iv. Commissioned a working committee to plan admin professionals week celebration for 2020

The need to be celebrated - End goal – making employees feel happy and valued

You will agree with me that it is hard for administrators to step away from their work. In the midst of juggling schedules, planning meetings, organizing staff and work, and preparing reports and minutes, who has the time or the luxury of time to break and appreciate himself?

Countries like the United States, Australia, France, India, Kenya, New Zealand and Hong Kong, have since 1955 been celebrating Administrative Professionals week in recognition of the pivotal role secretaries, office managers, administrative executives and officers play in the success and survival of organizations

Research suggests that both [management AND peer recognition](#) are highly coveted by employees at all levels, and both can go a long way in terms of employee engagement, motivation and performance. **After all, a happy employee is a well-known catalyst to**

boosting individual and team performance, enhancing company culture, positively impacting customer service and even building or bolstering a company brand.

Ladies and gentlemen of the media, today, 24th April 2019, various countries across the world are celebrating administrative professional's day. A day dedicated to administrative support staff.

In Ghana, the Administrative Professionals Association of Ghana is marking the day with a seminar on Friday, 26th April 2019 at **Golden Tulip Hotel**, under the theme: *The Administrative Professional in the Knowledge & Technology Milieu*.

Nana Chairman, Ladies and gentlemen, **‘No one who achieves success does so without acknowledging the help of others. The wise and confident acknowledge this help with gratitude’**. This day would not have been the success we are experiencing now, but for the support and eagle eyes of our partners namely:

- Office of the Head of Local Government Service,
- Office of the Head of Civil Service,
- Ministry of Employment and Labour Relations

- Ministry of Finance
- Institute of Directors-Ghana,
- Makola Institute
- Chartered Institute of Marketing Ghana,
- Institute of Chartered Secretaries and Administrators,
- Association of Health Service Administrators,

- Opal Marketing and Management Services,
- Ghana Association of University Administrators,
- Administrative Professionals Association of Ghana, and
- The Media Coordinating Team

Ladies and gentlemen, if my smiles are on, and my face is beaming with joy, it is because of the encouragement and personal commitment we have received from the following Senior members, namely:

- Ehunabobrim Nana Prah Agyensaim VI,
- Nana Kwasi Agyekum-Dwamena, Head of Civil Service
- Ing. Dr Stephen Nana Ato Arthur, Head of Local Government Service
- Professor John Kobla Aheto, Founding President, CIAMC

- Mrs Janet Fofie, Chairman, Public Services Commission
- Mr. Sam Okudzeto, SAG. MOV., Member of the Council of State

- Mr Paul Hammond, Board Chairman, CIAMC

- Nana Dr Albert Brown Gaisie, National Security Council

Nana Chairman, it is said that behind every successful man is a woman. In my case, beside me were three dedicated and result-oriented women:

- ✚ Mrs Eunice Asamani Osae,
- ✚ Mrs Naa, Dzagbley Ago, and
- ✚ Mrs Hannah Ampomea Coffie

*In conclusion, the conference is meant to make participants relax and turn their attention away from everyone else for once and focus **JUST ON THEMSELVES** and their professional development. To learn shoulder-to-shoulder with and enjoy the rich comradeship of fellow professionals who share their challenges and understand the true value of the enormous contributions admin professionals make to their organization.*

To achieve the above, the following pre-conference activities have been lined up:

1. MAY - Employee Appreciation Month

Sub-Theme: Appreciate your staff

Purpose:

Senior level Administrators should celebrate their junior staff, namely, administrative assistant, executive assistant, office manager, secretary, office coordinator or whatever title an organization uses.

Training new staff is costly, and employers use all manners of techniques to boost worker morale and help retain employees and their valuable expertise. Employee Appreciation Month is a non-official day and there's no real authority on what needs to be done, but if you're a boss and want to show your team just how much you appreciate them, you could try out some of these ideas:

- Treat your staff to breakfast, lunch or snacks.
- Host an office party or an after-work get-together for your staff.
- Give workers some of the day off.
- Organize an outdoor team building exercise, like a tug-of-war or an fun office quiz.
- Take fun pictures and post them on the company social media pages to show the world just how much you care!

Actions

1. Circulate letters/flyers to organizations to sensitize them on employee appreciation
2. Circulate messages through the social media
3. **Use the media (Radio and T.V)**

Deadline – 10th May 2019

2. JUNE – Radio and Television Discussions

Sub-Theme: Administration and Corporate Image Development

Purpose:

To educate the public on the relevance of Administration

Appreciate the profession

- What Administration is about
- Levels of Administration within the profession
- Administrative Careers and Education
- The Role of Senior Administrators – Health, Academia, Judiciary, Public Services. Security Services, Parliamentary Services, and Internal Consultancy
- The Professional Administrators
- Competence and Industry-specific lingo

3. JULY – Interacting with Secretarial Schools and Schools of Business

Purpose:

Suggested schools

- Government Secretariat school, Cantonment
- Alliance Francais
- University of Professional Studies
- University of Ghana School of Business
- GIMPA School of Business
- Central University
- Radford University College
- Datalink University,
- Valley View University
- Knutsford University College
- Ashesi University College
- LUCAS University College
- Technical Universities
- Private Universities

The journey towards a united professionally developed administrators for efficient teamwork towards national development has started, let's be partners in making it a reality.

Thank you. God bless you and God bless our homeland Ghana, Amen



Samuel Mawusi Asafo

CEO/Registrar