



NATIONAL OPEN UNIVERSITY OF NIGERIA

UNIVERSITY VILLAGE, PLOT 91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY
JABI DISTRICT, ABUJA

Policy Title: Policy on Duties of Administrative Staff in Directorate,
Unit, Faculty, Study Centre
Policy No: NQSA/POL/HR/008
Owner: National Open University of Nigeria (NOUN)
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1.0 Introduction

This Policy on Duties of Administrative Staff in the National Open University of Nigeria outlines the responsibilities and expectations of administrative staff across various levels, including the Faculty, Directorate, Unit and Study Centre. It delineates roles such as coordinating academic activities, managing resources, facilitating communication, supporting learners and entire staff of NOUN. The policy aims at ensuring efficient operation, effective support for educational activities, and adherence to institutional standards in an open and distance learning environment.

The Policy serves to create a structured framework for administrative operations, aligning them with the institution's vision, mission, and objectives while supporting the academic mission of the University.

2.0 Purpose

The purpose of this Policy on Duties of Administrative Staff in Faculty, Directorate, Unit and Study Centre shall include:

- 2.1 **Clarifying Roles and Responsibilities:** The policy outlines the specific duties and responsibilities of administrative staff at different levels within the institution, providing clarity on who is responsible for a particular task.
- 2.2 **Ensuring Efficiency and Effectiveness:** By defining roles and expectations, this policy aims to promote efficiency and effectiveness in administrative operations. Clear guidelines to help streamline processes and prevent duplication of efforts.
- 2.3 **Supporting Academic Activities:** Administrative staff shall play a crucial role in supporting academic activities such as course coordination, student services, and faculty support. This policy ensures that administrative staff are equipped to effectively support these activities.
- 2.4 **Promoting Accountability:** By outlining clear duties, this policy shall promote accountability among administrative staff. It provides a framework for evaluating performance and ensuring that responsibilities are carried out satisfactorily.
- 2.5 **Facilitating Communication and Collaboration:** Effective administration relies on seamless communication and collaboration among different units and levels within the University. This policy shall help facilitate communication and collaboration by defining roles and promoting teamwork.
- 2.6 **Maintaining University Standards:** Administrative staff are responsible for upholding institutional standards and policies. This policy serves as a guide for ensuring compliance with relevant regulations and best practices.

2.7 **Enhancing Quality Assurance:** Through clear delineation of responsibilities, **this** policy contributes to quality assurance efforts within the University. It helps to ensure that administrative processes are aligned with the institution's goals and objectives.

3.0 Scope

This Policy applies to all Administrative Staff at **Faculties**, Directorates, Units, and Study Centres' of the National Open University of Nigeria.

Duties of Administrative Officers shall include the following

a) **Administrative Officer (Study Centres)**

Administrative officers at Study Centres assists the Registrar in the responsibility of providing administrative support services for the academic functions of the University. Irrespective of places of redeployment, they represent the Registrar in these units, with the main mandate of overseeing the effective running of these units. Thus, the main schedule of duties shall include the following:

1. Assisting the Study Centre Director in the day-to-day administration of the Centre.
2. Assisting in bringing out routine information for implementation.
3. Assisting in the preparation of minutes of meetings/letters and memorandum conveying decisions reached at meetings.
4. Organizing and servicing of meetings.
5. Co-ordination of general administrative matters and supervision of members of staff
6. Overseeing the receipt and discharge of mails.
7. Record keeping, filing and retrieval of document.

8. Liaising as may be required with the administrative and academic organ of the University as well as external agency.
9. Performing other duties as may be assigned from time to time by the Study Centre Director.

In the absence of the Director at the office, the next high-ranking officer takes charge.

Faculties

b) Faculty Officer

1. Preparation and coordination of all meetings in the faculty.
2. Preparation of briefs, agenda and other papers for all meetings.
3. Taking records of Faculty Academic Board meetings, Faculty Postgraduate Board meetings and Faculty Management Board meetings, its proceedings/ preparation of minutes.
4. Liaising between Academic staff and administrative staff of the faculty.
5. Preparation of Decision Extract and conveying all decisions of all meetings for implementation.
6. Drafting of letters, reports and memos for the Dean.
7. Assisting the Dean in supervising the staff of the faculty.
8. Facility Administrator of the faculty. (In charge of allocation of offices to staff of the faculty).
9. Responsible to the Dean and any other duties that may be assigned.

Administrative Officer (Faculty)

1. Assists the Dean/ Faculty officer in administering the faculty secretariat

2. Assists in recording Faculty/ Departmental and Committee proceedings and preparation of minutes and reports.
3. Assists in coordination of papers, reports and documents for all meetings in the faculty.
4. Drafting of letters and memos.
5. Arrangement of venues for meetings

c) Administrative officer (Directorates/Units)

1. Preparation and coordination of all meetings in the Directorate.
2. Preparation of briefs, agenda and other papers for all meetings.
3. Preparation of Decision Extract and conveying all decisions of all meetings for implementation.
4. Drafting of letters, reports and memos for the Director.
5. Facility Administrator of the Directorate.
6. Responsible to the Director and any other duties that may be assigned.

4.0 Definitions

4.1 Administrative Staff/Officer

Administrative staff typically refers to individuals within an organization who are responsible for providing support services essential for its operation. They perform a wide range of tasks that facilitate the smooth functioning of the organization.

In essence, administrative staffers are the backbone of an organization, providing crucial support services that enable other employees to focus on their primary duties and contribute to the overall success of the organization.

4.2 Department

In a **university** setting, Department typically refers to an organizational unit responsible for overseeing academic programs in a specific field or discipline.

4.3 Unit (s)

In a university context, a "unit" typically refers to a smaller organizational entity within a larger academic structure. The term "unit" can be used in various contexts within a university, and its specific meaning can depend on the institution's organizational structure.

4.4 Faculty

Faculty typically refers to the collective body of academic staff who are involved in teaching/facilitation, research, and other scholarly activities. They often hold positions such as professors, lecturers, and researchers, who play a central role in delivering education, conducting research, and contributing to the academic community.

4.5 Faculty Officer

The faculty officer is a senior administrative officer representing the registrar with administrative functions at the faculty.

5.0 Principles

This policy would aim at aligning the duties and responsibilities of administrative staff with the strategic objectives and values of the university, fostering a supportive and productive environment for academic excellence and institutional success.

This policy on the duties of administrative staff in the National Open University of Nigeria (NOUN) **is** guided by several philosophies or values such as:

- 5.1 **Efficiency and Effectiveness:** **This** policy shall prioritize efficient and effective utilization of resources **and** ensuring that administrative staff contribute to the smooth functioning of the university's operations.
- 5.2 **Service Orientation:** There shall be an emphasis on providing excellent services to students, faculty, and other stakeholders as well as recognizing the importance of administrative support in facilitating academic and research activities.
- 5.3 **Transparency and Accountability:** **This** policy shall stress the importance of transparency in administrative processes and accountability for fulfilling assigned duties, fostering trust and confidence within the university community.
- 5.4 **Collaboration and Teamwork:** Recognizing the interconnected nature of university operations, **this** policy shall encourage collaboration and teamwork among administrative staff, promoting a cohesive and supportive work environment.
- 5.5 **Continuous Improvement:** There shall be an emphasis on continuous improvement and professional development, encouraging administrative staff to enhance their skills and knowledge to better serve the university's vision, mission and goals.

5.6 **Adaptability and Innovation:** Given the dynamic nature of higher education, the policy shall value adaptability and innovation, empowering administrative staff to propose and implement new ideas as well as proffer solutions to challenges faced by the University.

5.7 **Ethical Conduct:** Upholding ethical standards and integrity in all aspects of administrative work would be a core value, ensuring that staff conduct themselves with professionalism and integrity.

6.0 **Policy Statement**

The following policy statements outlines the expectations and responsibilities of administrative staff within the university, encompassing inputs, activities, and outputs essential for effective performance and contribution to the University success.

6.1 **Inputs**

6.1.1 Administrative staff members are expected to possess relevant educational qualifications, skills, and experience commensurate with their assigned duties.

6.1.2 Adequate resources, including infrastructure, technology, and administrative support systems, will be provided to facilitate the efficient performance of administrative tasks.

6.1.3 Continuous professional development opportunities will be offered to ensure that administrative staff stay updated with best practices and emerging trends in their respective fields.

6.2 Activities

- 6.2.1 Administrative staff are responsible for providing administrative support to the Directorate, Unit, Faculty, or Study Centre, including but not limited to clerical tasks, scheduling, record-keeping, and correspondence management.
- 6.2.2 They assist in the coordination and execution of academic programs, events, and meetings, ensuring logistical arrangements are in place and communications with relevant stakeholders are maintained.
- 6.2.3 Administrative staff collaborate with academic and other administrative departments to streamline processes, resolve issues, and support the achievement of organizational goals.
- 6.2.4 They contribute to the development and implementation of policies and procedures to enhance operational efficiency and compliance with regulatory requirements.
- 6.2.5 Administrative staff may be tasked with conducting research, collecting data, and preparing reports to support decision-making and planning initiatives within the Directorate, Unit, Faculty, or Study Centre.

6.3 Outputs

- 6.3.1 Timely and accurate administrative support services are provided to faculty members, students, and other stakeholders, facilitating the smooth functioning of academic and administrative processes.
- 6.3.2 Administrative tasks and projects are completed efficiently and effectively, contributing to the achievement of departmental and institutional objectives.

- 6.3.3 Clear and concise communication channels are maintained, ensuring stakeholders are informed and engaged in relevant activities and decisions.
- 6.3.4 Compliance with relevant policies, regulations, and quality standards is upheld, mitigating risks and promoting institutional integrity.
- 6.3.5 Continuous improvement initiatives are implemented based on feedback and evaluation, enhancing the quality and responsiveness of administrative services over time.

7.0 Policy Implementation

The University can effectively implement **this** policy on the duties of administrative staff, fostering a culture of accountability, professionalism, and excellence in administrative operations across all levels and units within the institution.

Implementing this Policy involves several steps to ensure clarity, communication, and compliance, it shall include:

7.1 Policy Development:

- 7.1.1 Form a committee comprising representatives from different administrative units, faculty members, and relevant stakeholders to draft the policy.
- 7.1.2 Define the objectives, scope, and principles guiding the policy, ensuring alignment with the university's vision, mission, values, and strategic goals.
- 7.1.3 Incorporate input from administrative staff through consultations, surveys, or focus groups to gather feedback and address their needs and concerns.
- 7.1.4 Review existing policies and best practices in similar institutions to inform the development of comprehensive and effective guidelines.

7.2 Approval and Adoption:

7.2.1 Present the draft policy to university Management for review and approval.

7.2.2 Communicate the approved policy to all stakeholders, including administrative staff, faculty members, students, and other staff, through official channels such as email, intranet, or staff meetings.

7.2.3 Provide training sessions or informational workshops to ensure understanding of the policy's objectives, requirements, and implications for administrative staff.

7.3 Implementation Planning:

7.3.1 Develop an implementation plan outlining specific actions, timelines, and responsibilities for operating the policy within each administrative unit, faculty, or study center.

7.3.2 Allocate resources, including budget, staff time, and technology, to support the implementation process effectively.

7.3.3 Establish performance metrics and indicators to monitor progress, evaluate outcomes, and identify areas for improvement.

7.4 Training and Capacity Building:

7.4.1 Provide comprehensive training programs for administrative staff to familiarize them with the policy provisions, procedures, and expectations.

7.4.2 Offer workshops or seminars on topics such as time management, communication skills, and service to enhance staff competencies and effectiveness in fulfilling their duties.

7.4.3 Facilitate ongoing professional development opportunities to support staff growth and adaptation to evolving roles and responsibilities.

7.5 Communication and Awareness:

- 7.5.1 Maintain open lines of communication with administrative staff through regular updates, newsletters, or meetings to reinforce key messages and address any queries or concerns.
- 7.5.2 Promote awareness of the policy among faculty members, students, and other stakeholders through informational campaigns, website announcements, or orientation sessions.
- 7.5.3 Encourage feedback mechanisms, such as suggestion boxes or online forums, to solicit input from stakeholders and identify areas for refinement or enhancement.

7.6 Monitoring and Compliance:

- 7.6.1 Establish mechanisms for monitoring compliance with the policy, including periodic audits, performance reviews, and feedback mechanisms.
- 7.6.2 Provide support and guidance to administrative staff encountering challenges or barriers to compliance, offering assistance or clarification as needed.
- 7.6.3 Address instances of non-compliance through appropriate channels, such as counseling, corrective action plans, or disciplinary measures, while ensuring fairness and due process.

7.7 Evaluation and Review:

- 7.7.1 Conduct regular evaluations of the policy's effectiveness in achieving its objectives and meeting the needs of administrative staff and other stakeholders.
- 7.7.2 Solicit feedback from stakeholders through surveys, focus groups, or performance reviews to identify strengths, weaknesses, and areas for improvement.

7.7.3 Use evaluation findings to inform revisions or updates to the policy, ensuring its continued relevance and effectiveness in supporting the university's vision, mission and goals.

8.0 Sanctions for Violating this Policy

The sanctions for violating **this** Policy shall depend on the severity of the violation, the impact on the institution, and any relevant laws or regulations.

The National Open University of Nigeria (NOUN) shall ensure that sanctions are applied fairly and consistently while also promoting accountability and adherence to institutional standards.

8.1 Verbal Warning:

- For minor violations or first-time offenses, the university may opt for informal counseling or a verbal warning to bring the issue to the attention of the staff member and encourage compliance with the policy.

8.2 Formal Reprimand:

- If the violation is more serious or repeated, the university may issue a formal written reprimand, documenting the nature of the violation, the consequences of non-compliance, and expectations for improvement.

8.3 Probation:

- Probationary status may be imposed as a disciplinary measure, during which the staff member's performance is closely monitored, and further violations may result in more severe consequences.

8.4 Suspension:

- In cases of serious misconduct or repeated violations, the university may suspend the staff member from their duties for a specified period, during which they are temporarily relieved of their responsibilities.

8.5 Demotion:

- In cases where the violation is related to performance or competence, the university may demote the staff member to a lower position with reduced responsibilities and authority.

8.6 Termination of Employment:

- The most severe sanction for egregious violations or failure to comply with the policy may result in termination of employment, effectively ending the staff member's relationship with the university.

9.0 Policy Alignment

Policy alignment for the duties of administrative staff involves ensuring that the roles, responsibilities, and expectations of administrative personnel are clearly defined, consistent, and supportive of organizational objectives.

Here's how policy alignment can be approached in this context:

1. **Job Descriptions:** This Policy shall specify the duties, tasks, and responsibilities expected of administrative staff in their job descriptions. These descriptions should be aligned with the organization's needs, departmental goals, and the skill sets required for effective performance.
2. **Standard Operating Procedures (SOPs):** Establishing SOPs ensures consistency and efficiency in administrative tasks. This Policy outlines the SOPs for various administrative processes such as record-keeping, scheduling, correspondence handling, and office management.

3. **Technology and Tools:** This Policy addresses the use of technology and tools necessary for administrative tasks, such as office software, communication systems, project management tools, and office equipment. They should ensure that administrative staff are provided with adequate training and support to utilize these tools effectively.
4. **Confidentiality and Data Security:** This Policy establishes guidelines for maintaining confidentiality and data security in administrative roles, especially when handling sensitive information or personal data. This includes protocols for data storage, access control, and information sharing.
5. **Communication Protocols:** This Policy defines communication protocols for administrative staff, including how they interact with internal and external stakeholders, handle inquiries, manage correspondence, and escalate issues as needed.
6. **Time Management and Prioritization:** This Policy provides guidance on time management and task prioritization for administrative staff to ensure they can effectively manage their workload and meet deadlines. This may include policies on setting priorities, delegating tasks, and managing interruptions.
7. **Customer Service Standards:** If administrative staff interact with clients, customers, or other external parties, policies should outline customer service standards, expectations, and

Team of Developers

1. Mr. Oladipo A. Ajayi
2. Dr. Muyiwa S. Akintola
3. Mrs. Olufunmilayo T. Adeoye
4. Mr. Muyiwa K. Harrison

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