

Unit 226: Understand employer organisations

ORGANISATION FUNCTIONS



ORGANISATION STRUCTURES

The departments, or *functions*, in an organisation depend on the type of business.

The following are general functions found in many organisations:

- HR/personnel
- sales/marketing
- administration
- finance/accounts
- engineering/production.



SALES/MARKETING ROLES

- research
- advertising
- promoting products
- customer service
- telesales – promoting/advising by phone
- customer records
- export sales/overseas
- sales reps
- website advertising.



HR/PERSONNEL ROLES

- recruitment/job interviews
- training
- mentoring
- appraisals/progress review/object
- sickness record and annual leave entitlement
- working hours/contract/review of probationary period
- disciplinaries
- health and safety
- negotiating
- welfare.



FINANCE/ACCOUNTS ROLES

- payroll
- paying invoices
- banking
- petty cash
- company accounts (profit and loss)
- budgets
- buying (depending on organisation).



ADMINISTRATION ROLES

- filing
- mail
- secretarial support
- reception
- receiving enquiries
- answering phones
- data input.



ENGINEERING/PRODUCTION ROLES

- production line
- quality control – trial, product testing
- packaging
- transport – logistics – driving route/shipping/deliveries
- storage – stock control
- designers – production design and development.

