



Day to Day running of a Group/CIC/Charity

Every group needs to start somewhere. Here are some basic starting points to remember

Money

Money is the fuel that keeps your small business running. You need to understand how it's flowing in and out of your company. Small business finance tasks include:

- Obtain and manage working capital
- Compile and read financial reports
- Strategize and troubleshoot based on the information in your financial reports

Cash Flow

Every group must keep records of its day-to-day financial workings, a task known as bookkeeping. This information provides the foundation you draw on to manage your groups finances. You also use this information when paying employees, applying for loans and filling out tax forms.

- Enter and organise purchasing information in a system e.g. excel
- Enter and organise information about funding
- Track accounts payable and accounts receivable
- Write checks and manage payroll information

Looking After Your People

Your employees/ volunteers are important part of your group.

- Hire and train individuals
- Maintain records of individuals work history and tax information
- Address individuals issues and complaints

Purchasing Resources and Supplies

Whether your group provides a product or a service, you need supplies and materials to keep things running. Your purchasing department makes sure you have what you need when you need it.

- Keep a record and tracking what you have on hand
- Order supplies and materials as needed
- Organise stock, so you know when to reorder



Taking Care of Customers

Your customers keep you in business, so you need to stay in touch with them and understand their needs.

- Work with customers through each phase of your work
- Receive and respond to customer feedback
- Take care of customer needs and special requests

Getting the Word Out

Group marketing tasks are geared toward creating demand for your service and managing the image that your company projects.

- Create a marketing budget
- Manage company branding
- Oversee advertising copy and venues
- Align each aspect of your groups operations to create an image that reinforces your brand

Reports

Keep a record of everything you do. This will be needed for your reports to funders and yearly reports.

Keep all receipts and evidence of your work.