

Glossary

This glossary explains the meaning of certain words according to the way they are used in this book.

accountability	situation where a person or an organisation is expected to explain their decisions and actions to others
audit	a formal examination of an organisation's accounts, efficiency or effectiveness. An audit is usually carried out by an independent consultant.
authority	the power to take action or make decisions, without having to gain permission from others
ballot paper	a piece of paper on which someone can record their vote
beneficiary	someone who directly benefits from an organisation's work
bias	a tendency to support or oppose something or someone in an unfair way by allowing personal opinions to influence judgment
board	a group of people with overall responsibility for an organisation
bylaws	description of the relationship between the members of an organisation and the board
Chief Executive Officer (CEO)	the operational manager of an organisation with responsibility for the organisation's staff
confidential	secret
deficit	the amount by which expenditure exceeds income or budget
delegate	ask someone else to do something on one's behalf
evaluate	to assess the value, quality, importance or impact of something
founder	the person who establishes an organisation
governance	the process of overseeing an organisation
hierarchy	a system in which people or things are arranged according to their relative authority and responsibility
integral mission	reaching out to the local community to transform lives materially and spiritually

members	the owners of the organisation who give authority to the board. Not all organisations have members. They are different from board members or members of staff.
mission	what an organisation commits itself to do
monitor	to continuously check something in a structured way in order to measure progress towards objectives
niche	a position that particularly suits an organisation's strengths, which may make the organisation unique
orientation	a process which enables new people to become accustomed to their role. This process may involve training, providing information, and introducing them to their colleagues.
policy	an overall plan, principle or guideline
purpose	what an organisation exists to do
quorum	a fixed number of people needed at a meeting to make the meeting valid
rejuvenation	the process of making something young again or restoring it to its original condition
responsibility	the extent of activities for which someone is accountable
retreat	a period of time spent away from the usual surroundings of life, by an individual or group of people for the purpose of team-building and reflection
review	an occasional assessment of progress towards objectives
stakeholder	a person with an interest in, or concern for, something
strapline	five or six words that describe an organisation, which are usually used on an organisation's letterhead and publications
strategic plan	a document that outlines an organisation's wider objectives for the coming years
surplus	the amount of money left after all expenses have been paid
tactical plan	a document that outlines the projects and programmes that will lead to the fulfilment of an organisation's wider objectives
trustee	another name for a board member
values	what an organisation stands for, which influence the way it acts
vision	what an organisation wants the world to be like in the future