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