# The Typical Non-Profit Organizational Structure

**Management Level**

**General Council/ AGM**

**Governance Structure**

**Chairperson and BOD**

**Fund Raising Sub -Committee**

**Management and Program Sub –Committee**

**Top Management**

**Executive Director/CEO**

**Chief Manager – Program Management**

**Middle Management**

**Fund Raising Manager**

**Manager – Finance, Admin & HR**

**Manager - Governance/ MEL**

**Project Manager**

**Front- line Management**

**Project Coordinators – See Details (\*)**

**Project Officer**

**Resource Mobilization**

**Communication Officer**

**Finance Officer**

**HR & Admin Officer**

**Admin & Finance Support Staff**

***Details (\*)***

* ***HIV /AIDS***
* ***Heath & Nutrition***
* ***Career Guidance***
* ***Disaster Management***
* ***Environment Preservation***
* ***Human Rights***
* ***Youth Development***

**Team Leaders**

**Team Leader – Zone C**

**Team Leader – Zone B**

**Team Leader – Zone D**

**Team Leader – Zone A**

**Field Officer**

**Field Coordinators**

**Community Leaders/ Village Animators/ Volunteers**

## **Vertical Management**

* **Vertical management**, also called top-down management, refers to the various levels of management within an organization. Managers at different levels are free to focus on different aspects of the business, from strategic thinking to communicating information to operational efficiency.

*Top level managers are only aware of 4% of day-to-day problems, middle level managers are only aware of 9% of problems, front-line managers and team leaders know of 74% of problems but the front-line employees – field officers know100% of problems that affected the services that are being delivered to customers or service recipients*

* A main disadvantage of vertical management is that it limits information flow from the lower levels of the organization to the upper levels (like water, information flows downhill easily). Without easy two-way communication, top management can become isolated and out of touch with how its plans affect core processes in the organization. It also fosters vertical thinking. Vertical thinking refers to using traditional and recognized methods to solve particular problems. It is the opposite of “thinking outside of the box.”
* The digital age exposed the shortcomings of management that addressed problems in formal or bureaucratic approaches at the expense of creativity and innovation. Today, many organizations use “flatter” structures, with fewer levels between the company’s chief executives and the employee base. Most organizations, however, still have four basic levels of management: **top, middle, first line, and team leaders.**

### **Top-Level Managers**

* Top managers are ultimately responsible for the long-term success of the organization. They set long-term goals and define strategies to achieve them. They pay careful attention to the external environment of the organization

### **Middle Managers**

* They are links between the top managers and the first-line managers and have one or two levels below them. An important function of middle managers is providing leadership, both in implementing top manager directives and in enabling first-line managers to support teams and effectively report both positive performances and obstacles to meeting objectives.

### **First-Line Managers**

* First-line managers are the entry level of management, the individuals “on the line” and in the closest contact with the workers. They are directly responsible for making sure that organizational objectives and plans are implemented effectively. First-line managers are focused almost exclusively on the internal issues of the organization and are the first to see problems with the operation of the business.

### **Team Leaders**

* A team leader may be appointed to manage a particular task or activity.  The team leader reports to a first-line or middle manager. Responsibilities of the team leader include developing timelines, making specific work assignments, providing needed training to team members, communicating clear instructions, and generally ensuring that the team is operating at peak efficiency. Once the task is complete, the team leader position may be eliminated and a new team may be formed to complete a different task.