ZEPHYR INTERIOR DESIGN ACADEMY

Hub guide: Operations Hub

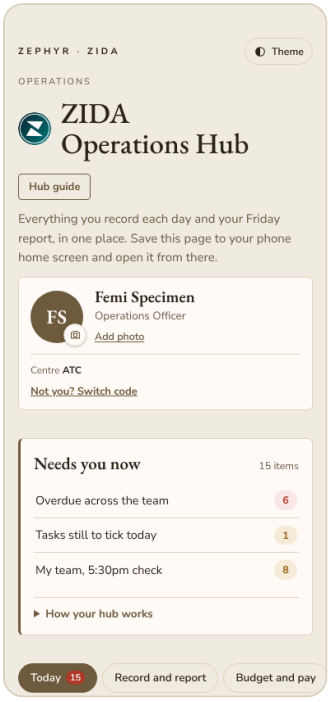
> Welcome to your Operations Hub. It brings your daily work into one place, so nothing depends on memory.
> This guide walks you through it, card by card. Keep it open the first few times.

Who this hub is for

Operations Hub is for the Operations Officer.

Opening and signing in

1. Open https://zida-team.netlify.app/operations/ on your phone or computer.
2. Enter your hub code once. Get your code from Operations privately; never share it or post it in a group.
3. The hub remembers your code on that device. On a phone, add it to your home screen: Share, then Add to Home Screen (iPhone) or the menu, then Install app (Android).
4. Tap Hub guide at the top of the hub at any time to come back to this guide.



The top of the Operations Hub on a phone: the tabs and Needs you now

Your routine

Every day

- Clock in when you arrive.
- Work through Today's tasks and tick each one.
- At 5:30pm, check My team and the overdue list, and send your Daily Report.

Each week

- Prepare the monthly budget when it is due, and confirm staff meeting attendance.

On Friday

- Send the Weekly Report under Every Friday by 5pm.

Your hub, section by section

The sections in the order you see them. Some sit under tabs at the top: tap a tab to switch.

Finding your way: tap a tab to switch. Close all at the top of a tab closes every card in it (Open all opens them). With Tidy on, opening one card closes the others; it is on by default on a phone and you can switch it on or off. Cards with something waiting open by themselves.

Tab: Today

Clock in and out

Records when you arrive and leave, with your fingerprint or face check.

1. Tap Clock in when you arrive.
2. Allow location so the hub knows you are at the centre.
3. Tap Clock out when you leave.

Today's tasks

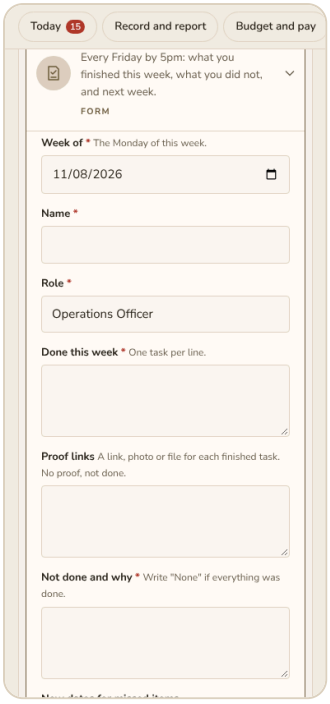
Your tasks for today: standing duties, tasks from the Managing Director and class tasks.

1. Do each task.
2. Tick it when it is done; add a note or link if asked.
3. Unticked tasks become overdue after their time.

Overdue across the team

Everything past its deadline and not done, across the team.

1. Read the list each morning.
2. Follow up each person; the list clears when they finish.



A form opened on the Operations Hub: fill in each field, paste links, then Submit

Payments not in account

Student payments that need a check.

1. Check each one against the bank.
2. Mark it matched, or flag it as not in the account.

My team, 5:30pm check

Who in your team has reported and clocked in today.

1. Check it at the end of the day.
2. Follow up anyone who has not reported.

Requests from reports

Requests you added to your reports, and their answers.

1. Add a request at the end of any report.
2. The answer shows here, and you are emailed.

Reviews of your reports

The Managing Director's review of each report.

1. Good: nothing to do. A note may be added for you.
2. Needs action: do what is asked, write what you did and tap Done.

Incidents

Incidents reported at the centres.

1. Read each one and follow up.

Tab: Record and report

Every Friday

Your Weekly Report.

1. Open it on Friday.
2. Write what you finished, what you did not and why, and next week's plan.
3. Paste links as proof and tap Submit by 5pm.

Calls and spending

The forms you use every day.

1. Tap the form you need to open it.
2. Fill in each field. For proof, paste a Google Drive or social media link: files cannot be uploaded.
3. Tap Submit. You see "Sent today" on the form.

Office

The forms you use every day.

1. Tap the form you need to open it.
2. Fill in each field. For proof, paste a Google Drive or social media link: files cannot be uploaded.
3. Tap Submit. You see "Sent today" on the form.

Tab: Budget and pay

Monthly budget

Next month's budget, one line per category and centre.

1. Fill in each line with a short note.
2. Submit it for approval before the month starts.

Budget left this month

What is left in this month's budget, per category.

1. Check it before asking for a payment.
2. Over-budget requests go to the Managing Director.

Payroll and payments

This month's payroll.

1. It is built on the 24th.
2. Operations checks it, Finance confirms it, the Managing Director approves it.

External facilitator fees due this month

External facilitator fees due this month, with the total.

1. Read the list before you build the payroll draft.
2. Build or rebuild the payroll draft: each line goes in as "External facilitator fee".
3. A line marked "Bank details not confirmed" waits for the MOU bank page at Finance.
4. When Finance records the payroll paid, each line is Paid and the facilitator's Paid so far goes up.

Tab: People

Recruitment, onboarding and offboarding

One checklist per vacancy, new person or exit.

1. Start onboarding with the person's details.
2. Tick each step when the document or evidence is in the file, with a link.
3. The Managing Director follows each step from her hub.

Staff meetings

Staff meetings and who attended.

1. Confirm attendance after each meeting.

Tab: Students

Unmatched registrations

Student payments that need a check.

1. Check each one against the bank.
2. Mark it matched, or flag it as not in the account.

Students late with fees or on hold

Students, their invoices and payments, and anyone late or on hold.

1. Search for a student to see their invoices.
2. Record payments against the right invoice.

Fees feedback from students

What students say about fees, facilitators and the hub.

1. Read it weekly.
2. Act on anything that needs a follow-up.

Tab: HR and links

Links

Quick links to the sheets, documents and hubs you use.

1. Tap a tile to open it in a new tab.

HR

Leave, appraisal, your records and the staff policies.

1. Open the HR Hub to ask for leave or report an absence.
2. Read the policies when you need them.

Reports, requests and links

- Daily Report: what you finished (one task per line), proof links, what you did not finish and why, and tomorrow's plan.
- Requests: add a request at the end of any report: an approval, an item, money or help. The answer comes back on your hub.
- Links: paste a Google Drive or social media link. Files cannot be uploaded here.

Clock in and out

1. Tap Clock in when you arrive, and allow your fingerprint or face check and your location.
2. Tap Clock out when you leave.
3. Forgot? Tell Operations the same day so your record can be corrected.

What happens after you submit

- Your report goes to your line manager and the Managing Director. You see "Sent today" on the form.
- Payment requests go to the Managing Director first, then Finance pays and records the proof.
- Reviews, decisions and answers come back to your hub, and by email when there is something to read or do.

Questions

I see "Slow connection, still saving..."

Wait: it is still saving. Do not tap Submit again. If it fails, you see a message and can try once more.

I forgot to clock out

Tell Operations the same day so your record can be corrected.

Someone else's name shows at the top

Tap Not you? Switch code under the name, then enter your own code. Each hub keeps its own code on your device.

I made a mistake in something I sent

Send it again with the correction and say so in the notes, or tell your line manager. Nothing is lost.

Feedback on this guide

Reply to the Monday email with anything unclear or missing. Your feedback shapes the next version.
