

GOFAST JOBS ZW

Admin Panel Blueprint v2.0

Developer Ready Admin System

This document defines the admin dashboard, roles, screens, reports, workflows, permissions, and operational controls for managing Gofast Jobs ZW.

1. Admin User Roles

Super Admin:

Full access. Can create admins, suspend users, approve jobs, verify workers, view revenue, send broadcasts, export reports, edit settings.

Verification Admin:

Can review worker documents, approve verification, reject verification, request re-upload.

Payments Admin:

Can view EcoCash payments, view Visa/Mastercard payments, confirm manual payments, handle failed payments, process refund requests.

Support Admin:

Can view support tickets, respond to users, escalate complaints, flag suspicious activity.

Jobs Admin:

Can approve jobs, reject jobs, edit job status, close job adverts, reopen failed jobs.

2. Admin Login Screen

Fields:

Email / Phone

Password

Two-Factor Code

Buttons:

Login

Forgot Password

Security Rules:

Lock account after 5 failed attempts.

Require 2FA for Super Admin.

Log all login attempts.

3. Main Dashboard

Dashboard Cards:

Total Workers

Verified Workers

Pending Verifications

Total Employers
Diaspora Employers
Active Jobs
Pending Jobs
Closed Jobs
Total Applications
Monthly Revenue
Failed Payments
Open Support Tickets

Quick Actions:
Verify Workers
Approve Jobs
View Payments
Send Broadcast
View Reports

4. Worker Management Screen

Table Columns:

Worker ID
Full Name
Phone Number
Category
Subcategory
Work Type
Location
Verification Status
Availability Status
Applications Used
Date Registered

Filters:

Category
Subcategory
Work Type
City
Verification Status
Availability Status
Gender
Experience
Date Registered

Actions:

View Profile
Verify Worker
Suspend Worker
Reactivate Worker
Edit Worker
View Applications

5. Worker Profile Detail Screen

Sections:

Personal Information
Work Information

Verification Information
Next of Kin

Actions:
Approve Verification
Reject Verification
Request Re-upload
Suspend Worker
Mark Available
Mark Hired
Reset Application Count

6. Verification Queue Screen

Queue Columns:
Worker ID
Worker Name
Verification Type
Document Uploaded
Submitted Date
Status

Actions:
Open Document
Approve
Reject
Request Re-upload
Add Note

Rejection Reasons:
Blurry document
Wrong document
Name mismatch
Expired document
Suspected fraud

7. Employer Management Screen

Table Columns:
Employer ID
Name
Phone
Email
Location
Country
Diaspora Flag
Jobs Posted
Date Registered
Account Status

Actions:
View Employer
View Jobs
Suspend Employer
Reactivate Employer
View Payments

8. Job Management Screen

Table Columns:

Job ID
Employer
Category
Subcategory
Work Type
Location
Salary
Workers Required
Positions Filled
Status
Payment Status
Created Date
Expiry Date

Actions:

Approve Job
Reject Job
View Applications
Close Job
Reopen Job
Extend Job

9. Job Approval Screen

Review Fields:

Job Title
Category
Subcategory
Work Type
Location
Salary
Description
Workers Required
Employer Details
Payment Status

Admin Decision:

Approve
Reject
Request Edit

Rejection Reasons:

Fake job suspected
Incomplete details
Unclear salary
Inappropriate content
Duplicate listing
Payment not confirmed

10. Application Management Screen

Table Columns:

Application ID
Job ID

Worker ID
Worker Name
Employer
Application Status
Applied Date
Employer Response Date

Actions:
View Application
Update Status
Message Worker
Message Employer

11. Hire Confirmation Screen

Fields:
Offer ID
Job ID
Worker ID
Employer ID
Offer Status
Accepted Date
Confirmed Date
Failure Reason

Actions:
Confirm Hire
Mark Failed
Reopen Job
Return Worker to Available
Close Job Permanently

Logic:
If hire confirmed:
worker.availability_status = hired
job.status = closed
offer.status = confirmed

If hire failed:
worker.availability_status = available
job.status = active
offer.status = failed

12. Payment Management Screen

Table Columns:
Payment ID
User ID
User Type
Job ID
Method
Provider
Amount
Currency
Reference
Status

Date Created
Date Confirmed

Filters:
EcoCash
Visa
Mastercard
Successful
Pending
Failed
Refunded
Expired
Date Range

Actions:
View Payment
Confirm Manually
Mark Failed
Request Refund Review
Export Payments

13. Diaspora Management Screen

Table Columns:
Employer ID
Name
Country
Phone
Email
Jobs Posted
Payment Method
Date Registered
Status

Recommended Metrics:
Diaspora Revenue
Diaspora Jobs Posted
Top Diaspora Countries
Diaspora Repeat Employers

14. Broadcast Management Screen

Broadcast Types:
New Job Alerts
Worker Recruitment
Employer Campaigns
Diaspora Campaigns
Safety Awareness
Platform Updates

Create Broadcast Fields:
Broadcast Title
Audience
Category Target
Location Target
Message Body

Schedule Date
Send Now / Schedule

Audience Options:
All Workers
Verified Workers
Domestic Workers
Shop Assistants
Artisans
Employers
Diaspora Employers
All Users

15. Support Ticket Screen

Ticket Types:
Payment Issue
Verification Issue
Job Issue
Technical Issue
Fraud Report
General Question

Actions:
Reply
Assign
Escalate
Resolve
Close
Suspend User

16. Fraud Monitoring Screen

Fraud Flags:
Duplicate phone number
Multiple failed payments
Same ID used by multiple workers
Many applications in short time
Repeated job failures
Employer reported multiple times
Fake job suspected

Fraud Actions:
Flag Account
Suspend Account
Request Re-verification
Block Account
Escalate to Super Admin

Important:
Fraud flags should create admin review alerts at MVP stage, not automatic bans.

17. Reports & Analytics Screen

Reports:
Worker Growth Report
Employer Growth Report

Job Posting Report
Applications Report
Revenue Report
Diaspora Revenue Report
Verification Report
Fraud Report
Support Ticket Report

Export Formats:
CSV
Excel
PDF

Date Filters:
Today
This Week
This Month
Custom Range

18. System Settings Screen

Settings:
Monthly Worker Application Limit
Job Post Price
Job Duration Days
Supported Payment Methods
Broadcast Limits
Admin Roles
Verification Requirements

Launch Defaults:
Worker Applications: 3 per month
Employer Job Price: \$2
Job Duration: 30 days
Worker Registration: Free

19. Audit Logs Screen

Columns:
Log ID
Admin/User
Action
Entity Type
Entity ID
Old Value
New Value
IP Address
Timestamp

Important Logged Actions:
Login
Approve Verification
Reject Verification
Approve Job
Reject Job
Confirm Payment

Suspend User
Send Broadcast
Change Settings

20. Sidebar Structure

Dashboard

Workers

- All Workers
- Verification Queue
- Suspended Workers

Employers

- All Employers
- Diaspora Employers

Jobs

- All Jobs
- Pending Approval
- Active Jobs
- Closed Jobs

Applications

Payments

Hire Confirmations

Broadcasts

Support Tickets

Fraud Monitoring

Reports

Audit Logs

Settings

Admin Users

21. Critical Developer Rules

1. Every admin action must create an audit log.
2. Admins must only access functions allowed by their role.
3. Payment status must not be edited silently. Manual payment changes require reason notes.
4. Worker documents must not be publicly accessible by URL.
5. Admin panel must support mobile layout.
6. No worker personal contact should be exposed to employers before the correct workflow stage.
7. Diaspora employers must be clearly tagged for reporting and targeted marketing.

22. Manual Override Screen

Recommended Super Admin-only screen.

Purpose:

Handle EcoCash callback delays, duplicate payments, wrong references, urgent employer support, and worker status corrections.

Restriction:

Only Super Admin can access this screen.
All changes must require reason notes and generate audit logs.