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COURSE BROCHURE

Advanced Administrative Operations and Coordination Training Course

1 – 12 November 2027
Geneva

Advanced Administrative Operations and Coordination Training Course

Ref: 395_14014 **Date:** 1 – 12 November 2027 **Location:** Geneva **Fees:** 12500 GBP

Administrative Operations and Coordination is the subject of this 2-week advanced training course for administrative managers, office coordinators and operations support leads, who produce an Administrative Service Blueprint for the office functions they run. Hybrid working, digital records and rising expectations from internal customers mean that slow approvals, lost documents and clashing calendars now hold back every department they serve. Jupiter Prime Training delivers this course on administrative operations and coordination.

Why Administrative Operations and Coordination Matters Now

Three forces are reshaping administrative work: the move from paper to electronic workflows and shared drives, hybrid teams who rely on clear booking, scheduling and handover rules, and internal customers who now expect service levels as explicit as any external supplier's. An office that coordinates well shortens approval cycles, keeps records retrievable and frees senior staff for core work; one that coordinates badly duplicates effort, misses deadlines and hides problems until they reach leadership. The course rests on the SIPOC model Suppliers, Inputs, Process, Outputs, Customers, the Plan-Do-Check-Act PDCA cycle and the RACI responsibility matrix.

Who Gains Most from Administrative Operations and Coordination

- Managers responsible for office services, facilities bookings and administrative staff across departments
- Coordinators who run executive calendars, meetings and cross-department correspondence
- Support leads who own approval routes, purchase requests and internal service requests
- Records officers accountable for document control, filing structures and retention
- Administrative heads who report service performance to senior leadership

An administrative function that sends its manager, coordinators and records lead together gains most, because they can agree one service catalogue and one set of handoffs.

Administrative Operations and Coordination Capabilities

Participants leave able to map how requests really move through the office, agree service promises with the departments they support and keep records, calendars and approvals running predictably.

- Map administrative workflows from request to closure — exposing delays for department heads
- Design internal service level agreements with clear response times — serving internal customers
- Build a document control and retention structure — supporting auditors and records owners
- Coordinate calendars, meetings and resources across departments — protecting executive time
- Specify administrative KPIs and a monthly service dashboard — informing senior leadership
- Standardise recurring procedures with checklists and templates — reducing rework for coordinators

Key Administrative Operations and Coordination Terms

- SIPOC Diagram — a one-page outline of the suppliers, inputs, process steps, outputs and customers of an administrative process.
- Service Level Agreement — a written promise between an administrative function and its internal customers on response times and service standards.
- Document Control — the rules for creating, approving, versioning, storing and retiring official documents so the right version is always used.
- Approval Matrix — a table setting out who may approve which requests, up to what limits, and who stands in during absence.
- Service Catalogue — a published list of the administrative services offered, how to request them and what each includes.
- Standard Operating Procedure — a step-by-step written method for a recurring task that any trained staff member can follow consistently.

Administrative Operations and Coordination Day by Day

Day 1: The Modern Administrative Function

- Administrative Operating Models — Choosing Central, Shared or Embedded Support
- Internal Customer Mapping — Identifying Who Depends on Each Service
- Hybrid Working Effects — Adjusting Booking, Mail and Reception Services
- Cost of Administrative Friction — Linking Delays to Departmental Outcomes
- Administrative Health Check — Selecting Priority Areas for Improvement

Day 2: Mapping Administrative Workflows

- SIPOC Diagrams — Framing Each Administrative Process End to End
- Swimlane Process Maps — Exposing Handoffs Between Departments
- Value-Added Step Analysis — Removing Signatures and Steps Nobody Needs
- Bottleneck Identification in Approvals — Shortening Request Cycle Times
- Current-State Workflow Register — Recording Processes Before Redesign

Day 3: Service Catalogues and Service Levels

- Administrative Service Catalogue — Publishing What the Office Provides
- Internal Service Level Agreements — Setting Response and Completion Times
- Request Intake Channels — Choosing Forms, Portals or Shared Mailboxes
- Prioritisation Rules for Requests — Handling Urgent Versus Routine Work
- Escalation Paths for Missed Service Levels — Resolving Breaches Quickly

Day 4: Document Control and Records

- Document Numbering and Version Control — Ensuring the Current Copy Is Used
- Filing Taxonomy for Shared Drives — Making Records Easy to Retrieve
- Retention and Disposal Schedules — Balancing Storage Against Legal Needs
- Access Rights for Sensitive Records — Protecting Confidential Information
- Records Audit Checklist — Testing Whether Controls Work in Practice

Day 5: Coordinating Calendars and Meetings

- Executive Calendar Protocols — Protecting Leaders' Time for Priorities
- Meeting Governance Charters — Defining Purpose, Members and Frequency
- Agenda and Minutes Templates — Turning Discussions Into Tracked Actions
- Room and Resource Booking Rules — Avoiding Clashes and No-Shows
- Action Log Follow-Up Routines — Closing Decisions Across Departments

Day 6: Interdepartmental Coordination

- RACI Matrix for Shared Processes — Clarifying Ownership Across Functions
- Approval Matrix Design — Setting Authority Limits and Delegations
- Handoff Agreements Between Departments — Preventing Requests From Stalling
- Coordination Meetings and Huddles — Aligning Weekly Priorities
- Conflict Resolution Between Service Users — Settling Competing Demands

Day 7: Standardising Administrative Procedures

- Standard Operating Procedure Writing — Capturing Recurring Tasks Clearly
- Checklists and Templates — Reducing Errors in Routine Work
- Cross-Training and Cover Plans — Maintaining Service During Absence
- Onboarding Packs for Administrative Staff — Shortening Time to Competence
- PDCA Cycle for Procedures — Improving Methods After Each Review

Day 8: Digital Office Tools

- Electronic Workflow and E-Signature Tools — Replacing Paper Approval Routes
- Shared Task Boards and Kanban — Making Administrative Workload Visible
- Collaboration Platforms and Channels — Choosing Where Requests Live
- Automation of Repetitive Tasks — Freeing Coordinators for Judgement Work
- Tool Selection Criteria — Weighing Usability, Security and Cost

Day 9: Measuring Administrative Performance

- Administrative KPIs — Measuring Cycle Time, Backlog and Accuracy
- Internal Customer Satisfaction Surveys — Hearing Service Users Directly
- Monthly Service Dashboard — Reporting Performance to Leadership
- Workload and Staffing Analysis — Matching Capacity to Demand Peaks
- Service Review Meetings — Agreeing Improvements With Departments

Day 10: Practising the Administrative Service Blueprint

- Workflow Redesign Exercise — Applying SIPOC and Swimlane Mapping
- Service Level Negotiation Role Play — Agreeing Targets With a Department
- Document Control Case — Fixing a Failing Filing Structure
- Dashboard Build — Selecting KPIs for a Live Office Scenario
- Administrative Service Blueprint — Completing Services, Levels and Controls

Applying Administrative Operations and Coordination After the Course

- Map one approval process with a SIPOC and swimlane diagram and remove at least one unnecessary handoff.
- Draft an internal service level agreement for the most requested administrative service and agree it with one department.

Administrative Operations and Coordination Questions FAQ

What is administrative operations and coordination and why does it matter now?

It is the discipline of running office services, records, calendars and approvals so departments get predictable support. It matters now because hybrid teams, digital records and internal customers expecting clear service levels expose every slow or unclear administrative process.

Which roles gain most from administrative operations and coordination training?

Administrative managers, office coordinators, support leads and records officers gain most. They own the workflows, service promises and documents that other departments rely on, so mapping, service agreements and KPIs change their daily work directly.

How does administrative operations and coordination differ from an executive assistant course?

It works at the level of the whole administrative function rather than one manager's diary. An executive assistant course builds personal support skills, while this subject redesigns workflows, service levels, document control and coordination across departments.

What do you bring back from administrative operations and coordination training?

You bring back an Administrative Service Blueprint for your office. It lists your services, their service levels, workflows, approval rules, record controls and KPIs, ready to agree with the departments you support.

Administrative Operations and Coordination: The Way Forward

The Administrative Service Blueprint first informs which services the office promises and at what response times. Administrative managers, coordinators and department heads use it to route requests, settle ownership and report performance. After the first quarter of use, it is worth revisiting which service levels were missed most often, since these reveal where workflows or staffing need redesign.