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COURSE BROCHURE

Business Administrator Training Course for SME Operations

23 – 27 August 2027
Milan

Business Administrator Training Course for SME Operations

Ref: 712_26665 **Date:** 23 – 27 August 2027 **Location:** Milan **Fees:** 6200 GBP

Business Administrator Training for SME Operations is a 1-week training course for administrators in small and mid-size firms who leave with a business administration process map linking process documentation, bookkeeping records, purchase requests, personnel files and monthly reporting. Growing firms rarely have separate finance, procurement and HR departments, so one administrator often holds the operational thread together. Jupiter Prime Training offers this course in business administrator skills for SME operations.

Why Business Administrator Skills for SME Operations Matter Now

Owner-managers of small firms face growth, cloud accounting packages and stricter expectations from lenders and auditors at the same time. When routines live only in one person's head, a single absence can stall invoicing, supplier payments or payroll inputs. Firms that write down their procedures, keep clean ledgers and track spending approvals scale smoothly and answer bank or auditor questions quickly; those that do not lose cash to duplicate orders and missed receivables. Examples come from a family-run construction supplier and a growing dental clinic group. The course rests on SIPOC Suppliers, Inputs, Process, Outputs, Customers mapping, double-entry record keeping and the purchase-to-pay cycle.

Who Gains Most from Business Administrator Skills for SME Operations

- Staff who keep sales invoices, receipts and petty cash records for an owner or accountant
- Staff who raise purchase requests and chase supplier quotations and deliveries
- Staff who maintain employee files, leave balances and payroll inputs
- Staff who compile monthly figures for owners, partners or investors
- Staff who write the procedures new joiners follow

Small firms gain most when the administrator and the owner-manager attend together and agree who signs off each step.

Business Administrator Skills for SME Operations Capabilities

Participants turn scattered back-office habits into documented routines that an owner can check at a glance.

- Build SIPOC diagrams and step-by-step procedures — owner-managers and new joiners
- Apply double-entry basics to sales, purchase and cash records — the external accountant
- Design a purchase request and three-quote approval route — budget holders
- Specify the contents and retention of personnel files — employees and payroll
- Calculate monthly operating indicators for a one-page dashboard — partners and lenders

- Assemble a business administration process map — the whole firm

Key Business Administrator Skills for SME Operations Terms

- SIPOC — a one-page chart listing the suppliers, inputs, process steps, outputs and customers of a routine.
- Standard operating procedure — a written sequence of steps, roles and records that tells anyone how a routine is done.
- Double-entry record — a bookkeeping entry where every transaction appears as both a debit and a credit.
- Purchase-to-pay cycle — the chain from purchase request through order, delivery and invoice matching to supplier payment.
- Personnel file — the folder holding an employee's contract, identity documents, leave history and appraisals.
- Operating dashboard — a monthly one-page set of indicators such as sales, cash, debtors and overtime.

Business Administrator Skills for SME Operations Day by Day

Day 1: Process Documentation for Small Firms

- SIPOC Mapping — Defining Boundaries of Each Back-Office Routine
- Swimlane Flowcharts — Showing Who Does Which Step
- Standard Operating Procedure Template — Writing Steps New Joiners Can Follow
- Responsibility Assignment Chart — Clarifying Sign-Off Between Owner and Administrator
- Document Version Register — Keeping Procedures Current as the Firm Grows

Day 2: Bookkeeping Records and Cash Control

- Double-Entry Basics — Recording Sales, Purchases and Expenses Correctly
- Invoice and Receipt Filing — Supporting Every Ledger Entry
- Petty Cash Float and Vouchers — Controlling Small Daily Spending
- Bank Reconciliation Routine — Spotting Missing or Duplicate Payments
- Debtor Ageing List — Prioritising Customer Payment Follow-Up

Day 3: Purchase Requests and Supplier Records

- Purchase Request Form — Capturing Need, Budget Line and Approver
- Three-Quote Rule — Choosing Suppliers on Price and Reliability
- Purchase Order and Goods Received Note — Confirming What Arrived
- Three-Way Invoice Matching — Releasing Supplier Payments Safely
- Approved Supplier List — Reducing Duplicate or Unauthorised Orders

Day 4: HR Records and Performance Reporting

- Personnel File Checklist — Holding Contracts, Identity Papers and Appraisals
- Leave and Attendance Tracker — Feeding Accurate Payroll Inputs
- Onboarding and Exit Records — Closing Access and Final Settlements
- Operating Indicator Selection — Choosing Measures Owners Actually Use
- One-Page Monthly Dashboard — Presenting Sales, Cash and Headcount Trends

Day 5: Practising the Business Administration Process Map

- Procedure Rewrite Exercise — Applying Day 1 Templates to a Live Routine
- Month-End Close Simulation — Reconciling Ledgers and Petty Cash
- Purchase Case Study — Running a Request From Quote to Payment
- Dashboard Build — Turning Sample Records Into Monthly Indicators
- Business Administration Process Map — Linking Every Routine on One Page

Applying Business Administrator Skills for SME Operations After the Course

- Write a SIPOC chart and procedure for the firm's purchase-to-pay routine and agree sign-offs with the owner.
- Produce the first one-page monthly dashboard from reconciled ledgers and personnel records.

Business Administrator Skills for SME Operations Questions FAQ

What are business administrator skills for SME operations and why do they matter now?

They are the routines that keep a small firm's records, purchases, staff files and reports in order. They matter now because growing firms face lender, auditor and owner questions without separate finance or HR departments.

Which roles gain most from business administrator skills for SME operations?

Office administrators, operations assistants, bookkeeping clerks and HR coordinators in small or mid-size firms gain most, along with owner-managers who want back-office routines written down.

How do business administrator skills for SME operations differ from executive secretary courses?

Executive secretary courses centre on serving one senior leader's diary and correspondence. This course covers the back office of a whole small firm, including ledgers, purchasing, personnel files and monthly indicators.

What do you bring back from business administrator skills for SME operations?

You bring back a process map that links procedures, bookkeeping checks, purchase approvals, personnel records and a monthly dashboard, ready to share with the owner and accountant.

Business Administrator Skills for SME Operations: The Way Forward

The business administration process map first informs who approves purchases and payments in the firm. Administrators, owner-managers and the external accountant use it to check that every routine has an owner and a record. After the first month-end close, revisit the dashboard indicators, since a growing firm soon needs different measures than the ones it started with.