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COURSE BROCHURE

Advanced Executive Assistant and Office Management Training

21 February – 4 March 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Advanced Executive Assistant and Office Management Training

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Advanced Executive Assistant and Office Management is a 2-week training course for executive assistants who also run the office, its facilities and the administrative team, and it produces an office operations plan with service levels, a supplier register and a team rota. Leaner organisations increasingly combine executive support with office leadership in one role. Jupiter Prime Training offers this course for assistants carrying both sets of responsibilities.

Why Executive Assistant and Office Management Matters Now

Many organisations now ask one senior assistant to support a leader and run the office, its suppliers and its administrative staff at the same time. Hybrid working has made workspace, reception and facilities more variable, while finance teams scrutinise every office budget line. Where the office runs on clear service levels, a managed supplier base and a fair rota, leaders get dependable support and staff get a working environment that functions; where it runs on goodwill, costs drift, faults linger and the executive's own priorities slip. The course rests on established facilities management practice, service level agreements and supplier performance methods, described in general terms.

Who Gains Most from Executive Assistant and Office Management

- Assistants who support an executive and also manage the office's daily operations
- Office leads who coordinate cleaning, maintenance, security and hospitality suppliers
- Senior administrators who hold the office budget and approve purchases
- Team leaders who supervise receptionists, drivers and junior administrators
- Coordinators who write office policies and handle internal service requests

Regional or branch offices that rely on one assistant-manager each gain most when several of those post-holders attend together and share one service catalogue.

Executive Assistant and Office Management Capabilities

Participants leave able to run the office as a measured service while keeping their executive's priorities protected.

- Design an office service catalogue and service level targets — departments relying on office support
- Build a supplier register and performance scorecard — procurement and finance colleagues
- Calculate office budget variances and stock reorder levels — the finance team reviewing spend
- Specify a team rota and cover matrix — administrators, receptionists and their leave plans
- Apply standard operating procedures and policy communication — staff and visitors using the office

- Weigh executive requests against office demands — the leader whose support must not slip

Key Executive Assistant and Office Management Terms

- Service level agreement — an internal commitment stating how quickly the office responds to and resolves each type of request.
- Supplier register — a list of office suppliers with category, contract term, contacts and performance notes used for renewals.
- Planned preventive maintenance — scheduled servicing of building systems to prevent breakdowns rather than reacting to faults.
- Team rota — a schedule assigning shifts, cover and leave so every office service is staffed every working day.
- Spend variance — the difference between budgeted and actual office spending, explained to finance each period.
- Standard operating procedure — a written step-by-step instruction for a recurring office task, with owner and exceptions.

Executive Assistant and Office Management Day by Day

Day 1: The Dual Role of Assistant and Office Lead

- Dual-Role Mapping — Executive Support Duties Versus Office Operations Duties
- Office Service Catalogue — What the Office Provides and to Whom
- Internal Customer Mapping — Departments, Visitors and Leadership Needs
- Sector Contrasts in Office Operations — Engineering Firms, Clinics and Ministries
- Baseline Office Health Check — Complaints, Delays and Cost Leaks

Day 2: Office Operations Design

- Office Operations Calendar — Daily, Weekly, Monthly and Annual Routines
- Workspace Allocation Rules — Desks, Meeting Rooms and Hot-Desking
- Front Desk and Reception Standards — Visitor Flow and Badge Control
- Mailroom and Courier Handling — Tracking Inbound and Outbound Items
- Opening and Closing Checklists — Security, Utilities and Equipment

Day 3: Supplier Coordination

- Supplier Register — Category, Contact, Contract Term and Performance Notes
- Quotation Comparison Sheets — Price, Quality and Delivery Trade-Offs
- Purchase Request Workflow — Approvals, Purchase Orders and Receipts
- Supplier Performance Scorecards — Monthly Ratings and Escalations
- Renewal and Exit Planning — Avoiding Automatic Roll-Overs

Day 4: Facilities and Workplace Services

- Facilities Fault Reporting — Logging, Prioritising and Closing Tickets
- Planned Preventive Maintenance Calendar — Lifts, Air Conditioning and Fire Systems
- Cleaning and Hospitality Service Specifications — Frequencies and Standards
- Health and Safety Walkrounds — Hazards, Ergonomics and First Aid Kits
- Office Moves and Refits — Planning Minimal Disruption

Day 5: Office Budgets and Cost Control

- Office Budget Structure — Supplies, Services, Maintenance and Events Lines
- Spend Tracking Sheet — Commitments, Actuals and Variances
- Stationery and Consumables Stock Control — Reorder Levels and Usage Trends
- Cost-Saving Options — Consolidating Suppliers and Reducing Waste
- Budget Variance Explanations — Reporting Overspends to the Finance Team

Day 6: Supervising the Administrative Team

- Role Clarity for Administrators — Responsibility Matrix and Cover Arrangements
- Team Rota Design — Shifts, Leave and Peak-Day Coverage
- Daily Stand-Up for Office Staff — Priorities, Issues and Hand-Offs
- Coaching Junior Administrators — Feedback Conversations and Skill Plans
- Handling Underperformance — Early Signals and Improvement Steps

Day 7: Office Policies and Procedures

- Office Policy Set — Visitors, Workspace, Equipment and Clean Desk Rules
- Standard Operating Procedure Writing — Steps, Owners and Exceptions
- Procedure Library Upkeep — Version Control and Review Points
- Policy Communication — Inductions, Notices and Reminders
- Policy Breach Handling — Consistent and Fair Responses

Day 8: Service Levels and Internal Customers

- Office Service Level Agreements — Response and Resolution Targets
- Request Intake Channels — Help Desk Email, Forms and Walk-Ins
- Service Performance Dashboard — Tickets Opened, Closed and Overdue
- Internal Customer Feedback Pulse — Short Surveys and Follow-Up
- Continuous Improvement Log — Fixing Recurring Office Problems

Day 9: Balancing Executive Support and Office Demands

- Time Split Planning — Protecting Executive Priorities While Running the Office
- Delegation From Executive Assistant to Office Team — What Moves Down
- Escalation Routes — Facilities Emergencies Versus Executive Requests
- Business Continuity for the Office — Power, Access and Remote Working
- Reporting Office Performance to the Executive — Monthly One-Page Summary

Day 10: Practising the Office Operations Plan

- Supplier Register and Scorecard Build — Peer Review
- Team Rota and Cover Matrix Simulation — Peak-Week Test
- Service Level Targets Drafting — Internal Customer Role-Play
- Office Budget Variance Case — Explaining an Overspend
- Office Operations Plan — Service Levels, Supplier Register and Rota Finalised

Applying Executive Assistant and Office Management After the Course

- Publish the office service catalogue with response targets and start logging requests against them for one month.
- Build the supplier register for the five largest office contracts and score each supplier's last quarter.

Executive Assistant and Office Management Questions FAQ

What is executive assistant and office management and why does it matter now?

Executive assistant and office management combines supporting a senior leader with running the office's services, suppliers, budget and staff. It matters now because leaner organisations merge these roles, and one person must keep both the executive and the workplace running smoothly.

Which roles gain most from advanced executive assistant and office management training?

Executive assistants who also manage offices, facilities or administrative teams gain most, along with office managers moving closer to executive support. Engineering firms, clinics and government offices often rely on exactly this combined role.

How does executive assistant and office management training differ from records management training?

It centres on running office operations rather than organising documents. Records courses cover filing and retention; this course covers suppliers, facilities, budgets, team rotas, policies and service levels alongside executive support.

What do you bring back from executive assistant and office management training?

You bring back an office operations plan with service level targets, a supplier register and scorecard, a team rota and cover matrix, and a budget tracking sheet ready to use in your own office.

Executive Assistant and Office Management: The Way Forward

The office operations plan sets out the service catalogue with targets, the supplier register, the team rota and the budget tracking routine. Its first use is agreeing service levels with the departments the office serves. The assistant-manager, office staff and the executive all rely on it, and it deserves review after the first quarter to see which targets were realistic and which suppliers need renegotiation.