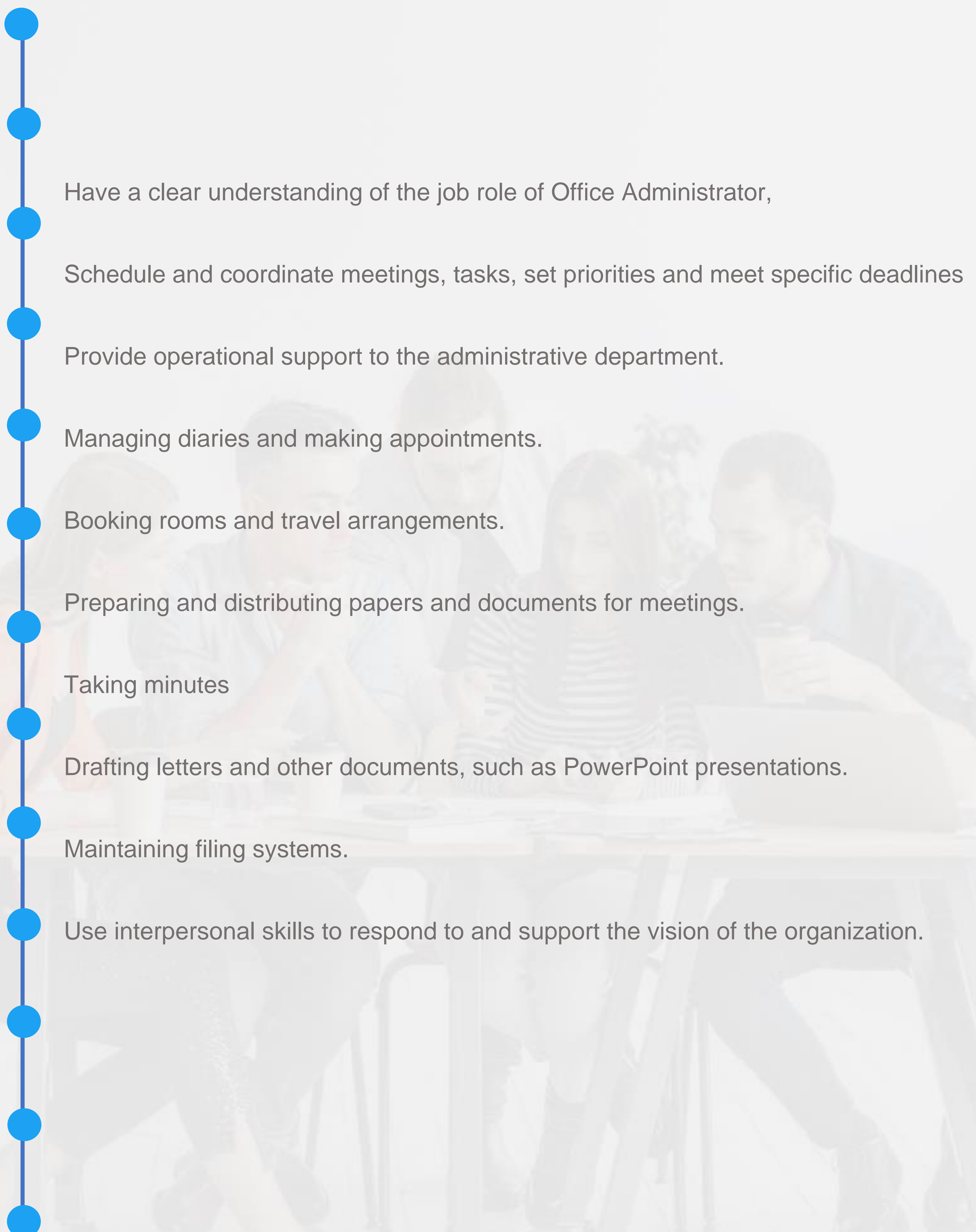


Administrative, Personal Assistant and Secretarial Duties

The main duty of a secretary or other administrative assistant is to provide administrative support to the senior managers in an organization. This general description means that they may be given a wide range of tasks and responsibilities, based on the specific needs of their organization. They may also be asked to take on a variety of secondary duties.

Knowledgeable, efficient administrative assistants, PAs, and private secretaries are very valuable to their executives and to the enterprise for which they work, so they are in great demand and command good salaries and other benefits - good, well-trained secretaries/PAs/administrators are valued and sought after - no enterprise can get along without one (or more) of them. Their range of duties can be wide, and can vary considerably; this Program provides essential training and knowledge about many of them, including office management principles, staff matters, accounts, and IT.

Administrative, Personal Assistant & Secretarial Duties training course also teaches about the supervision of office personnel, and how to prepare for promotion to managerial posts.

- 
- Have a clear understanding of the job role of Office Administrator,
 - Schedule and coordinate meetings, tasks, set priorities and meet specific deadlines
 - Provide operational support to the administrative department.
 - Managing diaries and making appointments.
 - Booking rooms and travel arrangements.
 - Preparing and distributing papers and documents for meetings.
 - Taking minutes
 - Drafting letters and other documents, such as PowerPoint presentations.
 - Maintaining filing systems.
 - Use interpersonal skills to respond to and support the vision of the organization.
 -
 -
 -



Objectives



Who should attend

Administrative, Personal Assistant and Secretarial Duties course is ideal for:

Ambitious PA's and Secretaries who are confident in their current position

Those who wish to be more proactive, grow in their position and take on more management responsibility

PA's and Secretaries who wish to increase their portfolio of skills and competences

Senior Administrators who wish to improve their effectiveness or promotional prospects



Day 1

The types and roles of the PA/Secretary.

- Personal attributes and skills, work relationships, adapting to change.
- The office environment: layout, design, environmental factors, health and safety concerns
- Furniture and furnishings, equipment and machinery, their functions.
- The world of commerce; public, private, types of enterprises.



Day 2

Business letters and their preparation; desktop publishing.

- Communications including memos, emails, forms, reports.
- Filing systems, data and information.
- The uses and control of office machines
- Computer systems: data, databases, hardware, software, data security.



Day 3

Incoming mail: sorting, opening, distributing; dictation.

- Outgoing mail, despatching mail, options, postage..
- Reception work, visitors, appointments, deliveries.
- Arranging meetings, representing the organization.
- Business Meeting.



Day 4

- **Making travel arrangements; the appointments diary.** Conferences, managing events, logistics, travel.
- Effective communication: oral, visual, written, electronic.
- Principles of bookkeeping, the ledger, sales documents, petty cash, banking.
- Invoices and receipts.



Day 5

Wages and remuneration.

- Advertising for and recruiting office personnel: job analysis, job descriptions.
- Interviewing, selection tests, induction, training, supervising, controlling, counseling.
- The functions and principles of management; technical and managerial aspects.
- Setting good examples, attitudes. Preparing for promotion.

