

First-Line Administrative Service Management Training Course

AGILE LEADERS
Training Center

AGILE LEADERS
Training Center

First-Line Administrative Service Management Training Course

Course Overview

First-Line Administrative Service Management Training Course is a one-week course for experienced administrators, administrative supervisors, office coordinators, and support staff taking on management responsibility who leave with an Administrative Supervisor Operating Toolkit. Participants translate service goals into team work, allocate workload, delegate, set standards, conduct check-ins, give feedback, use coaching questions, escalate issues, monitor measures, and establish a management rhythm. First-line administrative service management is taught by Agile Leaders Training Center.

Who Should Attend

- Administrative supervision functions responsible for team workload and service delivery
- Office coordination functions moving from individual contribution into first-line responsibility
- Shared-service functions responsible for standards, priorities, and team follow-up
- Senior administrative support functions responsible for delegation and coaching
- New managers responsible for administrative performance and issue escalation

The course assumes participants understand administrative work and leaves out strategic leadership, formal HR case management, and specialist employment-law advice.

Departments and Industries

The course supports first-line administrative management across service and operational environments.

- Corporate administration and shared services
- Professional and financial services
- Healthcare and education administration
- Industrial and utility support functions
- Government and nonprofit operations

Learning Objectives

By the end of this course, participants will be able to:

- Analyze first-line role boundaries, service goals, workload, and team capacity
- Build delegation briefs, allocation plans, and service standards
- Apply objective-setting, check-in, feedback, and coaching methods
- Use issue-escalation and performance-monitoring controls
- Evaluate administrative service and team performance evidence

AGILE LEADERS
Training Center

- Build an Administrative Supervisor Operating Toolkit

Course Agenda

Day 1: First-Line Role Transition

- Administrative Manager Role Charter
- Decision Rights and Escalation Matrix
- Service Goal Translation Sheet
- Team Capability Inventory
- First-Line Management Risk Register

Day 2: Work Allocation and Delegation

- Administrative Workload Demand Board
- Team Capacity Allocation Matrix
- Delegation Brief Template
- Delegated Work Checkpoint Plan
- Priority Conflict Decision Grid

Day 3: Standards and Performance

- Administrative Service Standard Card
- SMART Objective Builder
- Team Performance Measure Sheet
- One-to-One Check-In Structure
- Performance Evidence Record

Day 4: Feedback, Coaching, and Issues

- SBI Feedback Preparation Sheet
- Coaching Question Sequence
- Difficult Conversation Planning Guide
- Administrative Issue Escalation Log
- Corrective Follow-Up Record

Day 5: Management Rhythm Practice

- Service Goal and Allocation Exercise
- Delegation and Checkpoint Simulation
- Feedback and Coaching Conversation Exercise
- Performance and Issue Review Exercise
- Capstone Administrative Supervisor Operating Toolkit

Practical Exercises

The course uses suggested activities based on shared services, healthcare administration, professional services, and industrial support settings.

- Suggested activity: translate a department objective into service goals and team tasks
- Suggested activity: allocate workload and create a delegation brief with checkpoints
- Suggested activity: prepare and conduct an SBI feedback and coaching conversation
- Suggested activity: review performance evidence and decide whether to support, correct, or escalate

FAQs

Who does the First-Line Administrative Service Management Training Course suit?

The course suits experienced administrators taking responsibility for a team or service and assumes knowledge of day-to-day administrative work.

How does first-line administrative management differ from general management training?

First-line administrative management applies management methods to service standards, workload allocation, delegation, team follow-up, and administrative performance; general management training covers a wider range of organizational responsibilities.

What belongs in an administrative delegation brief?

An administrative delegation brief defines the outcome, scope, authority, constraints, resources, evidence, deadline, checkpoints, escalation route, and completion criteria.

How is SBI feedback used with administrative teams?

SBI feedback describes the situation, the observed behavior, and its impact, followed by discussion of expectations, support, and a recorded next step.

What is an administrative supervisor operating rhythm?

An administrative supervisor operating rhythm schedules goal review, workload allocation, team check-ins, service-measure review, feedback, issue escalation, corrective follow-up, and improvement decisions.

Conclusion

Participants take back an Administrative Supervisor Operating Toolkit linking role boundaries, goals, capacity, allocation, delegation, standards, check-ins, feedback, coaching, measures, and escalation. The toolkit replaces reactive supervision with a repeatable management rhythm. It helps first-line managers make work visible, support team performance, and maintain evidence for service and issue reviews.

AGILE LEADERS
Training Center

Training Course Categories

- Agile PM and Project Management Training Courses
- Agribusiness & Food Security Training Courses
- Aviation Management and Operations Training Courses
- Certified Courses By International Bodies
- Communication and Public Relations Training Courses
- Crisis Management and Business Continuity Training Courses
- Data Analytics Training and Data Science Courses
- Digital Government & Public Service Training Courses
- Education and Learning Development Training Courses
- Environment & Sustainability Training Courses
- Facilities and Real Estate Training Courses
- Finance and Accounting Training Courses
- Governance, Risk and Compliance Training Courses
- Healthcare Management Training Courses
- Heritage Conservation and Museum Management Training Courses
- Hospitality and Tourism Training Courses
- Human Resources Training and Development Courses
- IT Security Training & IT Training Courses
- Leadership and Management Training Courses
- Legal Training, Procurement and Contracting Courses
- Maintenance Training and Engineering Training Courses
- Marketing, Customer Relations, and Sales Courses
- NGO, Humanitarian and Development Management Training Courses
- Occupational Health, Safety and Security Training Courses
- Oil & Gas Training and Other Technical Courses
- Personal & Self-Development Training Courses

AGILE LEADERS
Training Center

Training Course Categories

- Quality and Operations Management Training Courses
- Secretarial and Administration Training Courses
- Shipping, Maritime and Ports Training Courses

AGILE LEADERS
Training Center

Training Cities

Abu Dhabi UAE	**Accra** Ghana	**Addis Ababa** Ethiopia
Amman Jordan	**Amsterdam** Netherlands	**Athens** Greece
Baku Azerbaijan	**Bali** Indonesia	**Bangkok** Thailand
Barcelona Spain	**Berlin** Germany	**Cairo** Egypt
Cape town South Africa	**Casablanca** Morocco	**Chicago** USA
Doha Qatar	**Dubai** UAE	**Frankfurt** Germany
Geneva Switzerland	**Istanbul** Turkey	**Jakarta** Indonesia
Johannesburg South Africa	**Kuala Lumpur** Malaysia	**Kuwait** Kuwait
Lagos Nigeria	**Langkawi** Malaysia	**Lisbon** Portugal
London UK	**Madrid** Spain	**Manama** Bahrain
Marbella Spain	**Milan** Italy	**Montreux** Switzerland
Munich Germany	**Muscat** Oman	**Nairobi** Kenya

AGILE LEADERS
Training Center

Training Cities

New York USA	**Nice** France	**Paris** France
Phuket Thailand	**Port Louis** Mauritius	**Porto** Portugal
Prague Czech Republic	**Rome** Italy	**San Diego** USA
Seoul South Korea	**Sharm El-Sheikh** Egypt	**Singapore** Singapore
Tashkent Uzbekistan	**Tbilisi** Georgia	**Tokyo** Japan
Toronto Canada	**Trabzon** Turkey	**Vienna** Austria
Zanzibar Tanzania	**Zoom** Online Training	**Zurich** Switzerland