



First-Line Administrative Service Management Training Course

First-Line Administrative Service Management Training Course

Course Overview

First-Line Administrative Service Management Training Course is a five-day 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



- 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.



Training Course Categories

Agile PM and Project Management Training Courses

Certified Courses By International Bodies

Communication and Public Relations Training Courses

Data Analytics Training and Data Science 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

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

Occupational Health, Safety and Security Training Courses

Oil & Gas Training and Other Technical Courses

Personal & Self-Development Training Courses

Quality and Operations Management Training Courses

Secretarial and Administration Training Courses

Shipping, Maritime and Ports Training Courses



Training Cities

Abu Dhabi UAE	Accra Ghana	Al Jubail Saudi Arabia
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
Langkawi Malaysia	Lisbon Portugal	London UK
Madrid Spain	Manama Bahrain	Marbella Spain
Milan Italy	Montreux Switzerland	Munich Germany
Muscat Oman	Nairobi Kenya	New York USA

Training Cities

Nice

France

Paris

France

Phuket

Thailand

Port Louis

Mauritius

Porto

Portugal

Prague

Czech Republic

Riyadh

Saudi Arabia

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