

Personal Development

The Outstanding Administrator

Course Details

Price

£325.00

CPD Points

6.50

Length

Full day (09:30-16:00)

Course Overview

The role of the Office Administrator is vital in any organisation and administrators play an important role in helping the team achieve their goals and objectives. The role varies from organisation to organisation, however the fundamental skills required to be an effective administrator are largely the same. This course will give you a good basis of skills, tools and techniques to enable you to be the best you can be in your role, and further your experience and career.

Course Content

Topics will include:

- An overview of the role of the administrator and its impact on the team
- The importance of communication skills – verbal and written, including with customers, telephone and reception
- Time management
- Work planning and diary management

- Meeting planning
- Attention to detail and proofreading
- Focusing on your personal development and confidence building

Benefits

This course is aimed at employees interested in working as any kind of administrator in an office setting, or those who currently hold administrative positions and want to expand their skills in order to learn new tips and tricks.

Administration employees have to deal with a wide range of colleagues and customers, as well as other businesses. In order to do so effectively, they need a wide array of skills that address all these areas.

This course offers a deeper look at these necessary abilities and leaves delegates able to do their administration jobs with greater ease, skill and confidence.

Next Steps

If you would like to book a place on this course please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s) Any queries please do not hesitate to contact us via admin@gta.gg or call us on 01481 224570.

If no date is scheduled for this course at the present time please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Jill Clark

Jill is a qualified trainer and coach and holds a Diploma in Company Direction (Institute of Directors). Jill has over 25 years retail experience and was formerly Director of Customer Service at Specsavers. She is a Non -Executive Director of the Channel Islands Coop & Island FM and a Jurat in the Royal Court of Guernsey. Jill is experienced in leadership management, customer service, effective communication and retail best practice. Jill delivers Chartered Management Institute qualifications as well as coaching and mentoring. Jill can work with teams and individuals to improve their effectiveness and leadership skills, developing action plans to help individual

unlock their potential, impact and influence in their personal and working lives. Drawing on leadership and experiences of working with individuals at every level, Jill is passionate about helping individuals be the best that they can be.