

THE SENIOR SECRETARY DEVELOPMENT PROGRAMME



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Introduction

Senior secretaries carry work that goes well beyond routine administration: they manage competing priorities, supervise junior staff, and keep information flowing between managers and teams. The The Senior Secretary Development Programme Training Course develops the capability that this wider responsibility demands. Participants learn to design office systems, coordinate multiple workstreams, prepare briefings and reports, and support senior managers with confidence. Furthermore, the course covers supervision, business writing, and records governance. In addition, it builds judgement, discretion, and leadership presence. As a result, participants return ready to take on greater responsibility and act as a dependable second line to management.

The Senior Secretary Development Programme Course Objectives

- Coordinate multiple workstreams and priorities across an office function.
- Apply the Eisenhower Matrix and time blocking to complex schedules.
- Supervise and support junior administrative and secretarial staff.
- Design office workflows using standard operating procedures and process mapping.
- Prepare briefing notes, reports, and papers for senior management.
- Apply professional business writing to correspondence and executive summaries.
- Manage records, document control, and retention to governance standards.
- Apply stakeholder coordination and professional protocol at senior level.
- Handle confidential information and access control with sound judgement.
- Build administrative KPIs and report office performance to management.

Course Methodology

- Instructor-led sessions linking senior secretarial practice with office governance.

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- Practical exercises in workflow design, briefing notes, and business writing.
- Case studies of administrative functions in corporate and public organisations.
- Role-play exercises on supervision, coordination, and difficult conversations.
- Group workshops to redesign office systems and reporting frameworks.
- Continuous knowledge checks and a final assessed senior secretarial project.

Who Should Take This Course

- Senior secretaries and lead secretarial staff.
- Executive secretaries supporting senior managers.
- Office supervisors and administrative team leaders.
- Senior administrative assistants handling records and coordination.
- Personal assistants with supervisory responsibilities.
- Experienced administrative staff preparing for senior roles.

The Senior Secretary Development Programme Course Outlines

Day 1: The Senior Secretarial Role

- Scope, authority, and boundaries of the senior secretary role.
- Working as a trusted partner to senior management.
- Office governance, procedures, and delegation frameworks.
- Professional presence, protocol, and business etiquette.
- Judgement, discretion, and information security discipline.
- Representing the office in internal and external coordination.
- Workshop: defining a senior secretarial role profile.





Day 2: Workflow, Priority, and Schedule Control

- The Eisenhower Matrix and time blocking at office level.
- Coordinating multiple workstreams and shared deadlines.
- Managing complex diaries across managers and teams.
- Deadline control, follow-up registers, and escalation rules.
- Handling peak periods, absences, and workload surges.
- Reducing duplicated effort through shared planning tools.
- Workshop: building a multi-manager coordination plan.

Day 3: Supervision and Team Support

- Supervising junior administrative and secretarial staff.
- Allocating tasks, setting standards, and checking quality.
- Coaching, feedback, and on-the-job development.
- Handling performance gaps and conduct concerns fairly.
- Building teamwork and covering for absences.
- Managing conflict between colleagues calmly.
- Workshop: running a structured supervision conversation.

Day 4: Business Writing, Briefings, and Records Governance

- Writing briefing notes, reports, and papers for senior management.
- Summarising documents into decision-ready summaries.
- Correspondence standards, tone, and approval workflows.
- Document control, versioning, and retention rules.

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- Correspondence and decision registers.
- Confidentiality, access control, and audit readiness.
- Workshop: drafting a briefing note and records register.

Day 5: Coordination, Performance, and Development

- Stakeholder coordination across departments and partners.
- Administrative budgeting and cost tracking at office level.
- Administrative KPIs and office performance reporting.
- Continuous improvement methods for office processes.
- Planning team development and skills coverage.
- Building a personal senior secretary development plan.
- Workshop: presenting an office performance report.

Conclusion

By successfully completing The Senior Secretary Development Programme Training Course, participants will have acquired the knowledge to coordinate complex office workstreams, supervise administrative colleagues, design efficient workflows, prepare briefings for senior management, and govern records to a professional standard. They will also gain the ability to measure office performance and report it credibly. Furthermore, the course prepares participants to act as a dependable second line to management. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready senior secretarial practice.





FAQs for The Senior Secretary Development Programme course

Q1 What is the "The Senior Secretary Development Programme" course about?

It is a professional development programme for senior secretarial staff. It covers coordinating multiple workstreams, supervising junior colleagues, designing office workflows, preparing briefings and reports for senior management, business writing, records governance, stakeholder coordination, and office performance measurement.

Q2 What are the key benefits of the "The Senior Secretary Development Programme" course?

Participants gain the confidence and systems to manage wider responsibility without dropping routine tasks. The course improves office coordination, reduces duplicated effort and missed deadlines, raises the quality of briefings and records, and develops the supervisory and reporting skills that senior management expects.

Q3 What skills will I gain from the "The Senior Secretary Development Programme" course?

Multi-workstream coordination and schedule control; administrative supervision and team support; workflow design, business writing and briefing preparation; and records governance, stakeholder coordination and office performance reporting.



Q4 What tools, methods, or standards are covered in the "The Senior Secretary Development Programme" course?

The course covers the Eisenhower Matrix and time blocking, standard operating procedures and process mapping, shared planning and coordination tools in Outlook and Teams, briefing note and report formats, correspondence and decision registers, document version control and retention rules, administrative KPIs, and structured supervision and feedback frameworks.

Q5 How is the "The Senior Secretary Development Programme" course applied in real-world practice?

Graduates apply it by coordinating shared deadlines across several managers, supervising and developing junior staff, and redesigning filing and correspondence systems so the office runs on clear rules. They also prepare briefings and reports for senior management, maintain governance registers, and report office performance through administrative KPIs.