

Modern Secretariat and Office Management

Professional secretariat practice
for modern organisations



Why Modern Secretariat and Office Management Matter

Build competencies for professional **office performance**

The role of the **secretary and office administrator** has evolved significantly. Today's secretariat professionals are no longer limited to routine administrative tasks. They play a critical role in supporting executives, coordinating office operations, managing information, and upholding professional standards across the organisation.

In government, semi-government, and private sector environments, effective secretariat support is essential for smooth operations, clear communication, and executive efficiency. Without the right skills and structure, office workflows can become disorganised, communication can break down, and professional standards may suffer.

The Modern **Secretariat and Office Management programme** equips participants with the practical knowledge, skills, and competencies required to perform confidently and professionally in contemporary office environments.

WHY MODERN SECRETARIAT AND OFFICE MANAGEMENT MATTER

Modern offices require skilled professionals who ensure structure, accuracy, and continuity across daily operations.

- Clear, consistent communication across the organisation
- Structured workflows and reliable information management
- Efficient coordination of meetings, schedules, and priorities
- Strong professional standards and organisational discipline
- Reduced operational risk and improved executive effectiveness

The impact

A well-organised office that supports leadership, maintains standards, and enables performance at scale.

PROGRAMME OVERVIEW

Modern Secretariat and Office Management is a comprehensive professional training programme designed to prepare participants for secretarial and administrative roles in modern organisations.

Participants develop practical capability in written communication, correspondence management, office organisation, meeting coordination, scheduling, time management, records management, and the effective use of modern office technologies. The programme reflects real workplace requirements and focuses on accuracy, organisation, professionalism, and efficiency.

The result:

Capable, reliable secretariat professionals who support managers and executives effectively and contribute to well-organised, professional office operations.

A modern office runs smoothly when administration

is structured, professional, and reliable.

Accredited and **quality assured**



What this programme Prepares you to do

This programme prepares participants to perform the full range of secretarial and administrative duties required in modern office environments.

Participants learn how to manage office workflows, support executives, handle communication professionally, and maintain organised systems that support organisational effectiveness.

PARTICIPANTS DEVELOP THE CAPABILITY TO

- Perform the professional duties of a modern secretary with accuracy and confidence
- Prepare written correspondence, reports, and administrative documents
- Organise incoming and outgoing mail and official communications
- Manage office operations and daily administrative workflows
- Coordinate meetings, schedules, and executive travel arrangements
- Apply effective time management and organisational techniques
- Use modern office technologies and digital tools professionally
- Handle visitors, communications, and office interactions appropriately
- Maintain organised records, files, and documentation systems
- Support managers and executives effectively in a professional office setting

OUTCOMES FOR PARTICIPANTS

By the end of the programme, participants will be able to:

- Perform secretarial and administrative tasks in a professional office environment
- Produce clear, accurate, and professional written documents
- Organise office operations efficiently and systematically
- Support executives and managers with confidence
- Manage meetings, schedules, and administrative coordination effectively
- Use modern office technologies competently
- Apply time management and organisational skills in daily work
- Represent their organisation professionally in administrative roles

Programme structure and **delivery options**

Programme Duration

160 learning hours
(40 training days)

Delivery Format

Online instructor-led training
Subject Matter Expert

Learning Approach

Practical and interactive sessions
Real-world scenarios and guided discussions

Flexible Delivery

Adaptable for organisational requirements and cohort-based delivery

Instructor-led delivery

All training units are delivered by subject-matter experts with real-world administrative and organisational experience, ensuring learning is practical, relevant, and immediately applicable.

HOW LEARNING IS APPLIED

Participants apply secretarial and office management skills to realistic workplace scenarios where organisation, professionalism, and accuracy are essential. Learning focuses on real office practices rather than theory alone.

PARTICIPANTS EXPLORE

- ✓ The role and responsibilities of the modern secretary
- ✓ Professional ethics and workplace conduct
- ✓ Written correspondence and document preparation
- ✓ Office organisation and daily administrative workflows
- ✓ Meeting coordination, scheduling, and executive support
- ✓ Time management and task prioritisation
- ✓ Records, file management, and document control
- ✓ Office technology and digital administrative tools
- ✓ Professional interaction, reception, and office etiquette

THIS PROGRAMME IS DESIGNED FOR

This programme is suitable for:

- Individuals seeking to work in secretarial or administrative roles
- New employees in secretarial or administrative departments
- Administrative assistants and junior secretaries
- Reception, public relations, and front-office staff
- Graduates from administrative and related disciplines
- Professionals transitioning into secretarial roles
- Employees wishing to enhance administrative and office management skills

COURSE PREREQUISITES

No prior contact center experience is required.

PROGRAMME DELIVERY

- Online instructor-led training
- Practical and interactive sessions
- Real-world scenarios and guided discussions

WHAT THIS TYPE OF TRAINING DELIVERS

Immediate Application

Apply administrative and secretariat skills directly in office environments

Professional Standards

Maintain accuracy, organisation, and professionalism

Operational Efficiency

Support smooth office workflows and executive effectiveness

Career Readiness

Prepare for professional secretariat and administrative roles

The result:

More capable secretariat professionals. Better organised offices.

And administrative support that meets the demands of modern organisations with confidence and professionalism.

COCREATE TO ACTIVATE™

CoCreate to Activate™ is Maximus Academy's four-step method for building skills that last—not just in the classroom, but inside real organisations operating in fast-moving, high-demand sectors across the region.

Turning capability into national outcomes.



ASSESS

Understand the real operating world

What this Ensures

- Skills that match global industry demands, not generic international templates.



DESIGN

Build training that fits the sector

- Immediate operational impact, because training is built around real sector challenges.



DELIVER

Teach through Saudi SMEs and practitioners

- Lasting organisational capability through the adoption of performance-driven tools and behaviours.



SUSTAIN

Embed the change inside organisations

It is the difference between training individuals and equipping an entire workforce with the capabilities to perform, adapt, and deliver at scale.



Register for the course through the QR code

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Training that fits your world

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