
Office Management Excellence

8 – 12 February 2027
Milan





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Office Management Excellence is a five-day office management course delivered by Mars Training Centre in London, Dubai, Barcelona, Amsterdam and Kuala Lumpur — designed for office managers, administration leads and team coordinators responsible for running professional offices.

The office manager runs the part of the organisation everyone else takes for granted: the systems, the spaces, the suppliers, the budgets and the small daily decisions that decide whether the workplace functions or struggles. The role has expanded in recent years to include hybrid working, facilities, digital tools, vendor management and a serious share of internal communication. This programme is built for office managers who want the breadth and the discipline to do that bigger role well.

Across five focused days you will work through the operational and people-leadership disciplines that define a senior office manager — operations and facilities, budgets and procurement, supplier and contractor management, digital tools, team leadership and internal communication. The programme is delivered by experienced practitioners who have run offices in commercial, professional services and public-sector settings.

What You Will Learn

- Plan and run the operations of a professional office to a consistent standard.
- Manage office budgets, expenses and small-scale procurement with discipline.
- Lead and develop a team of administrators, receptionists and support staff.
- Manage suppliers, contractors and service providers professionally.
- Apply health, safety and compliance basics in the office environment.
- Coordinate hybrid working, room booking and the modern workplace.
- Use digital tools and office systems efficiently and securely.
- Handle internal communication, announcements and office events.
- Manage the unexpected — incidents, escalations and difficult days.
- Plan office moves, refurbishments and growth projects.

How You Will Benefit

You will leave with the practical frameworks, confidence and breadth of a senior office manager who can take responsibility for the whole running of an office, together with a Mars Certificate of Completion.

Your organisation will gain an office manager who reduces friction, controls cost, leads support staff well, and frees the rest of the business from the small operational issues that otherwise consume senior time.



Who This Programme Is For

This programme is designed for office and administration professionals, including office managers and senior office coordinators; administration managers and heads of administration; facilities coordinators with an office management remit; operations coordinators in professional services firms; practice managers in law, consulting and medical firms; office managers in government bodies and embassies; senior receptionists and front-of-house leads preparing for office management; and personal assistants taking on broader office responsibility.

This is a professional-development programme for support staff and managers. There is no director-level seniority floor.

How the Week Unfolds

Day one frames the office manager role today, sets out the breadth of the brief across operations, people, facilities, budget and communication, and runs a maturity diagnostic on the delegate's current office. Day two covers the operational disciplines that keep an office running: the daily rhythm, facilities and maintenance, hybrid working and desk booking, health and safety and basic compliance, and incident handling. Day three turns to the financial and supplier side — building and managing the office budget, expense control, small-scale procurement and vendor selection, contracts and service-level agreements, and managing contractors. Day four addresses the people side: leading an administration team, recruiting and developing support staff, internal communication, office events, and handling conduct issues and grievances. Day five closes with planning office moves, refurbishments and growth projects, faculty coaching and a personal action plan.