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ADMINISTRATION AND SECRETARIAL | AS-040

Contract and Vendor Administration for Office Managers

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Course content

Why Attend

Office managers often look after a surprising number of service contracts: cleaning, security, catering, printing, maintenance, couriers, software subscriptions and many more. Each contract carries costs, obligations, renewal dates and service standards, and weak administration can lead to unnoticed price rises, poor service and missed opportunities to renegotiate.

This Contract and Vendor Administration for Office Managers training course provides a clear, non-legal introduction to managing office service agreements and suppliers. Participants learn how to read key contract clauses, maintain a contract register, monitor service levels, manage invoices and disputes, and prepare for renewals and retendering.

Course Methodology

• The course uses sample office contracts, service level schedules and invoices to make the subject practical. Participants build a contract register, review clauses in small groups, assess supplier performance from realistic data and role-play review meetings and difficult conversations with vendors.

Course Objectives

• Explain the life cycle of an office service contract

• Identify the key clauses that office managers need to understand

• Build and maintain a contract and vendor register

• Monitor supplier performance against service levels

• Check invoices and manage variations, credits and disputes

• Plan renewals, extensions and retendering in good time

Target Audience

• Office managers and administration managers

• Facilities and general services coordinators

• Executive assistants who manage office suppliers

Course content

- Administrative officers responsible for service agreements

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Course outline

Detailed course outline

Day-by-day outline for Contract and Vendor Administration for Office Managers.

Day 1 - Office Contracts and the Contract Life Cycle

- 09:00-09:30 | Types of service contracts found in a typical office
- 09:30-10:00 | The contract life cycle from need to renewal or exit
- 10:00-10:30 | Roles of office managers, procurement, finance and legal teams
- 10:30-11:00 | Risks of weak contract administration and missed obligations
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Purchase orders, framework agreements and subscriptions compared
- 12:00-13:00 | Building a complete inventory of current office contracts
- 13:00-14:00 | Exercise: mapping the contracts and vendors in your office

Day 2 - Understanding Key Contract Terms

- 09:00-09:39 | Scope of services, deliverables and specifications explained simply
- 09:39-10:18 | Price, payment terms, indexation and price review clauses
- 10:18-10:57 | Term, renewal, notice periods and automatic rollovers
- 10:57-11:00 | Service levels, key performance indicators and service credits
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Service levels, key performance indicators and service credits (continued)
- 12:06-12:44 | Liability, insurance and indemnity in plain language
- 12:44-13:22 | Termination rights and exit obligations
- 13:22-14:00 | Knowing when to involve legal or procurement specialists

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Day 3 - Contract Registers and Administration Routines

- 09:00-10:00 | Designing a contract register with the right information fields
- 10:00-10:30 | Setting reminders for notice periods and renewal dates
- 10:30-11:00 | Filing contracts, amendments and correspondence securely
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Managing change requests and contract variations properly
- 12:00-12:30 | Checking invoices against agreed rates and purchase orders
- 12:30-13:00 | Handling credit notes, overcharges and billing errors
- 13:00-14:00 | Exercise: building a contract register and renewal calendar

Day 4 - Monitoring Supplier Performance

- 09:00-09:54 | Choosing practical measures for cleaning, security and catering
- 09:54-10:48 | Collecting feedback from colleagues and building users
- 10:48-11:00 | Running regular supplier review meetings with clear agendas
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Running regular supplier review meetings with clear agendas (continued)
- 11:45-12:12 | Raising concerns and agreeing corrective action plans
- 12:12-12:39 | Escalating persistent poor performance in a structured way
- 12:39-13:06 | Recognising and rewarding good supplier performance
- 13:06-14:00 | Role play: a supplier review meeting with service failures

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Day 5 - Renewals, Retendering and Vendor Relationships

- 09:00-09:34 | Deciding whether to renew, renegotiate or retender
- 09:34-10:08 | Gathering requirements and market information for a new contract
- 10:08-10:42 | Supporting procurement in evaluating supplier proposals
- 10:42-11:00 | Managing smooth transitions between outgoing and incoming suppliers
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Managing smooth transitions between outgoing and incoming suppliers (continued)
- 11:46-12:53 | Building trust and open communication with key vendors
- 12:53-13:27 | Reporting contract costs, savings and risks to management
- 13:27-14:00 | Personal action plan for stronger contract administration

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Seminar dates

Available seminar dates

Live dates and pricing for Contract and Vendor Administration for Office Managers generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Amsterdam	Classroom	**€3,215**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Contract and Vendor Administration for Office Managers generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Cape Town	Classroom	**€1,825**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Dubai	Classroom	**€2,845**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Geneva	Classroom	**€3,315**
3 - 7 May 2027	London	Classroom	**€2,915**

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Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Istanbul	Classroom	**€2,825**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Madrid	Classroom	**€3,400**

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Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Munich	Classroom	**€2,425**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
4 - 8 October 2027	Rome	Classroom	**€2,830**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Vienna	Classroom	**€3,425**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Amsterdam	Classroom	**€3,215**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**