

CAO – Chief Administrative Officer

Duration: 5 Days

Language: en

Course Code: MG2 - 218

Objective

By the end of this training course, participants will be able to:

- Define and optimise the scope of the CAO’s role within organisational leadership.
- Lead and improve internal operations through systems thinking and process excellence.
- Coordinate effectively across departments to enhance strategic execution.
- Oversee compliance, HR, legal, procurement, and facility functions.
- Establish effective governance structures and operational policies.
- Evaluate and mitigate organisational risks.
- Build and lead high-performing administrative teams.

Audience

This course is ideal for:

- Current and aspiring Chief Administrative Officers (CAOs).
- Senior operations and administration executives.
- Heads of departments such as HR, legal, compliance, or finance.
- Business managers aiming to transition into strategic executive roles.
- Executive assistants and chiefs of staff in large organisations.
- Governance and policy professionals.

Training Methodology

This course uses a mix of expert-led sessions, interactive case studies, strategic simulations, real-world problem solving, and executive coaching approaches. It ends with a group activity where participants design an Enterprise Operational Governance Plan for an organisation of their choice.

Summary

This intensive training course is designed for current and aspiring Chief Administrative Officers (CAOs), who are responsible for ensuring the smooth and efficient operation of all non-technical, non-commercial departments within an organisation. As strategic partners to the CEO and other C-suite executives, CAOs provide oversight across administrative functions such as HR, legal affairs, compliance, procurement, internal communications, facilities management, and risk governance.

The course delivers advanced insights into the pillars of effective administrative leadership—strategic planning, operational efficiency, cross-functional collaboration, and process standardisation. Participants will gain the skills to design and execute high-impact administrative frameworks that directly support organisational growth, scalability, and resilience.

Beyond core administrative functions, this programme explores the CAO's expanding role in enterprise risk management, policy development, cultural alignment, and digital transformation. Whether leading internal services or driving strategic initiatives, CAOs must operate with agility, foresight, and strong governance principles.

Course Content & Outline

Section 1: The CAO Role in Modern Enterprises

- Overview of the CAO position: strategic scope and responsibilities.
- Differentiating the CAO from COO, CFO, and CHRO roles.
- The CAO as a driver of administrative alignment and risk control.
- Key leadership competencies for administrative executives.
- Strategic influence of the CAO on corporate outcomes.

Section 2: Internal Operations & Organisational Structure

- Evaluating and optimising internal operations.
- Policy development and procedural standardisation.
- Designing efficient organisational workflows.
- KPIs and metrics for operational excellence.
- Leading digitalisation of internal administrative processes.

Section 3: Risk Management, Compliance, and Governance

- Enterprise risk identification and mitigation.
- Overseeing legal and compliance operations.
- Internal controls and audits.
- Ensuring governance frameworks align with company strategy.
- Ethical leadership and regulatory compliance.

Section 4: Cross-Departmental Leadership & Change Management

- Facilitating interdepartmental collaboration.
- Overseeing HR, facilities, procurement, and admin services.
- Leading enterprise-wide change initiatives.
- Building internal communication frameworks.
- Managing executive-level stakeholder engagement.

Section 5: Strategic Planning, Budgeting & CAO Leadership

- Linking operational efficiency to strategic goals.
- Resource planning and cost control.
- Creating annual operational and risk mitigation plans.
- Communicating administrative vision across departments.
- Building and mentoring high-performing admin teams.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Administration & Secretarial, Management & Leadership

Tags

C-suite, Chief Administrative Officer, CAO

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