



ADMINISTRATION & EXECUTIVE SUPPORT OVERVIEW

PRESENTED BY:

VESTARA PTY LTD



SERVICE ROLE

This service exists to remove day-to-day administrative and executive work from founders and leadership teams.

Administration and executive support are essential to running a business, but when they sit with the founder, they become a constraint. Vestara's role is to take ownership of this work so leadership time is not consumed by inbox management, scheduling, coordination, follow-ups, and operational loose ends.

This is an ongoing operational service, not task-based assistance.



FAILURE POINTS

Founders typically seek this service when administrative work begins to break down in predictable ways:

- Leadership time is consumed by emails, scheduling, and follow-ups
- Decisions are delayed because information and coordination are fragmented
- Tasks escalate back to the founder unnecessarily
- Support staff require constant direction or checking
- Operations become inconsistent during growth, absences, or change

These failure points create bottlenecks that slow the business and increase founder involvement.

SCOPE OF OWNERSHIP

Vestara takes responsibility for the execution and management of administrative and executive support work, including:

- Administrative operations and internal coordination
- Executive-level scheduling and task prioritisation
- Inbox management and follow-ups
- Documentation and process upkeep
- Stakeholder coordination and task tracking

Ownership means this work is handled proactively, with visibility and accountability, without requiring constant founder input or oversight.



HOW WORK GETS HANDLED

This service is delivered as a fully managed, ongoing engagement.

Key characteristics of the execution model include:

- Work is managed within your existing tools, systems, and workflows
- Tasks are prioritised against business objectives, not ad hoc requests
- Support continues consistently, even during absences or transitions
- Coverage, handovers, and continuity are built into the model

Vestara manages performance, availability, and operational continuity so founders do not need to.

CLEAR BOUNDARIES

To maintain clarity and effectiveness, this service does not include:

- Task-by-task freelance or ad hoc support
- Short-term or one-off project assistance
- Strategic decision-making on behalf of leadership
- Unmanaged virtual assistant placement

Vestara provides operational ownership, not unmanaged labour or temporary support.



WHO THIS IS **BUILT FOR**

This service is a strong fit for:

- Founders and executives experiencing administrative overload
- Growing businesses that need reliable, ongoing operational support
- Teams that require consistency without internal hiring risk
- Leaders who want admin work handled without micromanagement

If administrative and executive work regularly pulls attention away from strategic priorities, this service is likely appropriate.

INTEGRATION

Administration & Executive Support forms part of Vestara's broader remote operations model.

It integrates directly with other Vestara services, including:

- Customer and sales support
- Marketing, content, and creative execution
- Finance, HR, and compliance support
- Project management and specialist workflows

As business needs evolve, support scales without repeated hiring, restructuring, or handovers.



NEXT STEPS

This service is delivered on a **monthly retainer basis** to ensure continuity, accountability, and operational stability.

Support is allocated against a **defined baseline** of hours, agreed upfront based on scope and operational requirements. This baseline creates clarity around capacity, priorities, and ownership, while allowing Vestara to manage work proactively rather than reactively.

All work is **time tracked** for transparency and planning purposes. Time tracking is used to manage capacity and ensure accountability – not to micromanage tasks or shift responsibility back to the client. Vestara manages prioritisation within the agreed scope. The next step is a short discovery conversation to confirm fit, clarify scope, and determine the appropriate baseline before onboarding.

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THANK YOU
FOR YOUR ATTENTION

VESTARA PTY LTD

