



100 THINGS AN ADMIN OR EXECUTIVE VIRTUAL ASSISTANT CAN TAKE OFF YOUR PLATE

What would change in your business if you stopped being the person who had to remember, organise, follow up and keep everything moving?

For many business owners, it's not the big decisions taking up all their time, it's the hundreds of smaller things sitting in their head.

The emails that need a reply.

The meeting that needs organising.

The client who needs following up.

The process that still hasn't been documented.

The CRM that needs updating.

The project everyone is waiting on.

The task you've reminded yourself about six times.

An Administrative or Executive Virtual Assistant can take ownership of those moving pieces, giving you more time, headspace and capacity to focus on the work that actually needs you.

And with AI, automation and smarter systems now part of the way we work, a great VA can do far more than simply *"help with admin."*

They can help you organise, coordinate, systemise, follow up, streamline and keep things moving without you being the bottleneck.

So if you've ever wondered...

"What could I actually hand over to a VA?"

Here are 100 ideas.

EXECUTIVE SUPPORT

01. Proactively manage your calendar

Keep your calendar organised and make sure your time reflects your actual priorities.

02. Protect focus time

Block out time for deep work and prevent your calendar from becoming wall-to-wall meetings.

03. Manage meeting requests

Coordinate availability and handle the back-and-forth without involving you.

04. Prepare meeting agendas

Make sure you walk into meetings knowing exactly what needs to be discussed.

05. Create meeting briefing notes

Pull together relevant emails, documents, background information and previous actions before important meetings.

06. Track meeting action items

Turn discussions into clear actions, owners and deadlines.

07. Follow up on your behalf

Chase team members, suppliers, clients or stakeholders so you don't have to.

08. Maintain a commitments tracker

Keep track of the things you've promised to do, send or follow up.

09. Prepare weekly priority summaries

Give you a clear view of what's happening, what needs attention and what's coming up.

10. Coordinate leadership or team meetings

Manage agendas, attendees, documents, notes and follow-ups.

11. Manage stakeholder communication

Keep communication moving with important clients, partners, suppliers and team members.

EXECUTIVE SUPPORT

12. Gatekeep requests for your time

Help determine what genuinely needs your involvement and what can be handled elsewhere.

13. Coordinate business travel

Manage flights, accommodation, transfers, bookings and itineraries.

14. Prepare travel itineraries

Put everything you need for a trip into one organised itinerary.

15. Keep you accountable to priorities

Help make sure important strategic tasks don't disappear underneath day-to-day business demands.

INBOX & COMMUNICATION

16. Organise your inbox

Create folders, labels and systems so your inbox is easier to manage.

17. Triage incoming emails

Identify what's urgent, what can wait and what your VA can handle without you.

18. Draft email responses

Prepare responses for your review or send approved responses on your behalf.

19. Respond to routine enquiries

Handle common questions without everything landing back with you.

20. Flag emails requiring your attention

Give you a short list rather than expecting you to work through hundreds of messages.

21. Follow up unanswered emails

Make sure opportunities and conversations don't quietly disappear.

INBOX & COMMUNICATION

22. Manage shared inboxes

Keep support, accounts, enquiries or general inboxes organised and responded to.

23. Create email templates

Build templates for common enquiries and recurring communication.

24. Manage voicemail and messages

Record, categorise and action messages that come into the business.

25. Maintain communication records

Make sure important conversations and outcomes are documented where the team can find them.

CLIENT & CUSTOMER EXPERIENCE

26. Manage new client onboarding

Coordinate forms, agreements, welcome emails, appointments and access.

27. Manage client offboarding

Make sure every step happens consistently when a client finishes.

28. Send client reminders

Keep appointments, deadlines, payments or required information on track.

29. Follow up outstanding client information

Chase documents, approvals, forms or information your team is waiting on.

30. Update client records

Keep contact details, notes and important information current.

31. Manage your CRM

Keep contacts, opportunities, stages and records organised.

32. Follow up leads and enquiries

Make sure potential clients don't fall through the cracks.

INBOX & COMMUNICATION

33. Update sales pipelines

Keep opportunities moving through the correct stages.

34. Coordinate appointments

Handle bookings, rescheduling, confirmations and cancellations.

35. Send review requests

Build a consistent process for asking happy clients for Google reviews or testimonials.

36. Gather customer feedback

Send surveys or feedback requests and organise responses.

37. Track client milestones

Remember anniversaries, renewals, birthdays or important client dates.

38. Maintain client portals

Keep resources, documents and information organised and current.

OPERATIONS & SYSTEMS

39. Create and maintain SOPs

Turn recurring processes into clear step-by-step documentation.

40. Turn Loom videos into SOPs

Take your recorded explanation and turn it into a usable process.

41. Maintain your SOP library

Keep procedures organised and update them as things change.

42. Identify repetitive manual tasks

Spot work that could be simplified, templated or automated.

43. Build recurring task workflows

Create processes so important recurring work happens without relying on memory.

44. Manage your project management system

Keep tasks, owners, deadlines and priorities current.

INBOX & COMMUNICATION

45. Maintain business dashboards

Keep important operational information in one place.

46. Manage software subscriptions

Track tools, licences, renewals and unnecessary subscriptions.

47. Maintain your digital filing system

Keep folders, documents and naming conventions organised.

48. Manage templates

Create and maintain standard documents, forms, emails and checklists.

49. Coordinate software and system updates

Liaise with providers or team members when systems need attention.

50. Maintain internal knowledge bases

Keep important business information accessible to your team.

PROJECT & TASK MANAGEMENT

51. Build project plans

Turn an idea or goal into clear tasks, milestones and deadlines.

52. Track project progress

Make sure tasks are actually moving rather than sitting untouched.

53. Coordinate project deadlines

Keep everyone aware of what's due and when.

54. Chase outstanding tasks

Follow up with the people responsible instead of you having to do it.

55. Coordinate project contributors

Keep team members, contractors and suppliers aligned.

56. Maintain action registers

Keep a central record of actions, owners and due dates.

PROJECT & TASK MANAGEMENT

57. Prepare project status updates

Give you a simple overview of what's done, what's next and what's stuck.

58. Organise project documentation

Keep files, decisions, notes and resources together.

59. Flag roadblocks early

Identify overdue tasks or missing information before they become bigger problems.

60. Close out completed projects

Make sure documentation, files, final actions and learnings are captured.

TEAM & HR ADMINISTRATION

61. Coordinate recruitment administration

Manage applications, interview bookings and candidate communication.

62. Schedule interviews

Handle calendars and candidate confirmations.

63. Coordinate new team member onboarding

Make sure accounts, documents, training and introductions are ready.

64. Maintain employee or contractor records

Keep relevant documentation organised and current.

65. Coordinate training

Schedule sessions and make sure resources are available.

66. Maintain training resources

Keep guides, recordings and documentation organised.

67. Coordinate performance reviews

Manage reminders, forms and meeting scheduling.

68. Maintain team directories

Keep contact details, roles and important information current.

TEAM & HR ADMINISTRATION

69. Coordinate leave calendars

Keep visibility around holidays and team availability.

70. Support team communication

Share reminders, updates and recurring internal information.

FINANCE ADMINISTRATION

71. Prepare and send invoices

Create invoices using your established processes and systems.

72. Track outstanding invoices

Keep visibility over what has and hasn't been paid.

73. Send payment reminders

Follow up overdue accounts using approved communication.

74. Organise receipts and expenses

Keep financial documentation ready for your bookkeeper or accountant.

75. Process approved expenses

Manage routine financial administration within agreed processes.

76. Maintain financial records

Keep relevant documents and transaction information organised.

77. Prepare information for your bookkeeper

Collate the records and documents they need.

78. Track recurring business expenses

Maintain visibility over regular costs, subscriptions and renewals.

RESEARCH & INFORMATION

79. Research suppliers and service providers

Find and compare potential options based on your requirements.

80. Conduct competitor research

Gather information about competitors, offers and positioning.

RESEARCH & INFORMATION

81. Research industry trends

Keep useful developments and information on your radar.

82. Compare software and tools

Research features, pricing and options before you make a decision.

83. Research events and opportunities

Find relevant networking events, awards, partnerships or speaking opportunities.

84. Prepare research summaries

Turn large amounts of information into something you can quickly review.

85. Create comparison documents

Present options side-by-side so decisions are easier to make.

86. Gather information for proposals or meetings

Do the background research before you need it.

AI & AUTOMATION

87. Turn meeting transcripts into action lists

Use AI tools to pull decisions, actions and follow-ups from meeting recordings or transcripts.

88. Turn voice notes into polished drafts

Transform your rough thoughts into emails, documents or briefs.

89. Summarise long documents

Use AI to extract key information, decisions and actions.

90. Create first drafts of SOPs using AI

Turn recordings, notes and existing processes into structured documentation faster.

91. Create AI-assisted meeting briefs

Pull together relevant information and summarise it before meetings.

AI & AUTOMATION

92. Build and maintain prompt libraries

Save effective prompts for recurring business tasks so the team isn't starting from scratch.

93. Analyse customer feedback using AI

Identify recurring themes, questions, issues or opportunities across larger volumes of feedback.

94. Create internal FAQs and knowledge bases

Turn existing business information into resources your team can actually use.

95. Build AI-supported workflows

Combine AI with your existing tools to reduce repetitive manual work.

96. Identify automation opportunities

Find processes involving copying, reminding, categorising or moving information that could potentially be automated.

PERSONAL & EXECUTIVE ADMIN

97. Manage personal appointments

Coordinate appointments that would otherwise interrupt your working day.

98. Source and organise gifts

Handle gifts for clients, team members, family or important occasions.

99. Manage important dates and reminders

Keep birthdays, anniversaries, renewals and milestones on your radar.

100. Handle the things you shouldn't still be doing

Those recurring little tasks that somehow keep finding their way back onto your list, hand them over.

You don't need to delegate all 100.

Start by looking for the things that:

Keep repeating.

Take up more headspace than they should.

Don't actually require you.

Keep getting pushed to next week.

Or simply shouldn't still be sitting with the business owner.

A great Admin or Executive VA isn't there just to tick tasks off a list. They're there to take ownership, create consistency and keep things moving without you having to be involved in every step.

And when you combine the right person with the right systems, processes, AI and automation, the impact can go far beyond simply “getting some admin help.”

The question isn't really “What can a VA do?”

It's “What could you stop doing?”

 @socifriendsva

 @socifriendsva

 www.socialfriends.net.au

 support@socialfriends.net.au



Copyright © 2026 Social Friends

All rights reserved. No part of this workbook may be reproduced in any form or by any means, electronic or mechanical, including photocopying, recording, or by any informations or retrieval, without prior permission in writing from the publisher. Under the Australian Copyright Act 1968 (the Act), a maximum of 10 per cent of the number of pages of the resource or chapter, whichever is the greater, may be photocopied by any educational institution for its educational purposes provided that the educational institution (or the body that administers it) has given a remuneration notice to Copyright Agency Limited (CAL) under the Act.

Social Friends

2026 100 Things An Admin or Executive Virtual Assistant Can Take Off Your Plate.

First published & distributed August 2026 by Social Friends

This is proudly a Social Friends Resource

Disclaimer

The content of this workbook is to serve as a general overview of matters of interest and is not intended to be comprehensive, nor does it constitute financial (or other) advice in any way. This workbook is a compilation of one person's ideas, concepts, ideologies, philosophies and opinions. You should carry out your own research and/or seek your own professional advice before acting or relying on any of the information displayed in the resource. The author, and its related entities will not be liable for any loss or damage (financial or otherwise) that may arise out of your improper use, or reliance on, the content in the resource. You accept sole responsibility for the outcomes if you choose to adopt and/or use the ideas, concepts, ideologies, philosophies and opinions within the content of the workbook.