

Personal Profile

A confident, tenacious, self-motivated and a communicator with excellent written and oral skills. Creative and flexible thinking, with decision making ability. Works effectively as part of a team. Able to deal with customers easily, providing advice, developing relationships and managing complaints. Strong understanding of the importance of confidential information. Pays great attention to detail and likes to ensure that all tasks are completed on time, efficiently. Possesses good judgment about people and can thoroughly make decisions as necessary following strict procedures. Would like to further develop analytical skills and knowledge in a practical and fast-paced environment.

Key Skills and Attributes

- IT competent – Including Word, PowerPoint, Outlook and Excel
- Enthusiasm and commitment for politics, policy issues and current affairs
- Active listening skills
- Communication – both written and oral
- Excellent organisation and negotiation skills

Employment History

Director La Latch Club Ltd

March 2016 – present

- Pre-start-up conceptual development and R&D including patent searching, outsourcing (e.g. designers and start-up business support resources).
- Accounting and auditing – e.g. companies house registration, initial accounts filing, outsourcing of accountancy resources and staff, book keeping
- Business, marketing, financial, communication, production planning and strategising.
- Financial forecasting, flow sheets, book keeping and financial management, invoice management and invoice filing (with Google Suite), basic company accounts filing, R&D returns application including advanced assurance application in collaboration with outsourced accountants, managing internal expenditure e.g. creating a budget for employee expenses using Excel and Tide.
- Product design, research and development involving, questionnaires and surveys, product and patent searches, market and consumer research, design involving non-digital illustration and digital illustrations, such as line drawings/2D modelling, mood boards using art applications and software (e.g. Adobe illustrator, Adobe Photoshop).
- Social media marketing including SEO, content management (e.g. content scheduling via RSS software).
- Business Communication – e.g. writing bids, pitches, proposals, business plans, creating video pitches with video editing software and creating angel investment decks.
- Significant achievement includes winning the UrbanMBA, UNLTD, Santander, CRL and The Open University start-up competitions.
- Internal business communications via email, diary management (e.g. scheduling with Google Calendar and Outlook), creating and managing WhatsApp groups, RSS software and CRM, creating and managing direct mailing lists.
- KPI monitoring including, monitoring website and social media traffic to create HR strategies for different business functions (e.g. website redesign specifications according to relevant trends).
- Recruitment – including, talent scouting via search engines, social media and SNS systems, conducting DBS checks where necessary.
- B2B communication and direct marketing, e.g. networking.
- Query management- referring complex/specialist queries on to experts within outsourced companies.
- Outsourcing specific business functions involving research via search engines, B2B platforms/systems and SNS systems.
- Demographic research to understand the cultural habits and HR management of overseas companies to ensure that it is in compliance with the company's culture/ethos and European/British legislation.
- Customer relationship management – use of CRM systems to conduct market research and collect data including contact details for mailing lists, conducted offline surveys and data was analysed and organised using Excel to create spreadsheets and graphs.
- A lead role in business policy development, including CSR and policy revision.
- A lead in communication, liaising with stakeholders to review the content, ensuring appropriate updates meeting consumer demand.
- Participated in the monitoring/steering of policy development (EDI in outsourcing and recruitment policies).
- A lead role in maintaining of employer products, ensuring information, guidance and case studies are up to date.
- New product development lines to take/protocol creations.
- Correspondence filing and inbox management.
- A lead role in consumer and stakeholder engagement.
- Policy design, advising, researching relevant public health policies and initiatives (e.g. the Baby Friendly Initiative).

Panelist (optional shifts)

Fieldwork Hub

September 2022 – October 2022

- Providing professional insight and experience based recommendations.
- Participation in policy lead focus groups.
- Product feedback derived from health and social care academic research and executive experience.

Administrator (part-time/optional shifts)

NHS Bank

March 2021 – present

- Organising and documenting appointments via NHS and pinnacle systems.

- Customer communications/engagement, customer queries and complaints handling, problem solving and spreadsheet updates.
- Implementing covid-19 protocols and supported vaccination events, e.g. providing executive support for a mass vaccination of over 10,000 patients.
- Manual recording and documents handling.
- Front of house administration.
- Completed the NWL Administration Covid-19 Vaccine Hub Support course and other relevant training.
- Customer Service with strong interpersonal skills.
- NHS health and safety training and implementation.
- Utilised local NHS patient data to identify non-vaccinated patients complying with GDPR regulations.
- Executive communications and administrative skills to ensure non-vaccinated patients were supported meeting KPIs in a fast paced environment contributing to providing over 85mn vaccines.
- Completed Stanford Pandemic webinar series to support my role facilitating a better holistic understanding of public health and government policy in providing multi-organisational support and solutions during a pandemic.

HEO Policy Advisor Civil Service UK

Oct 2021 – September 2022

- A lead role in the departmental scheme review and revise the policy accordingly.
- A lead in departmental scheme content on Gov.UK, liaising with stakeholders to review the content, ensuring appropriate updates meeting consumer demand.
- Participated in the monitoring/steering of a paper and various policy development.
- A lead role in maintaining of employer products, ensuring information, guidance and case studies are up to date.
- New product development lines to take/protocol creations (e.g. updated suicide prevention protocol).
- Complaints filing and inbox management.
- A lead role in employer engagement encouraging subscriptions.

Policy design, advising, researching and steering (e.g. advising on the review and design of 2 high-profile public programmes).

English Tutor

iTutor Group

March 2019 - July 2019

- English tutoring for children and adults at a Primary, Secondary and Advanced level.
- Lesson planning and teaching, group reading and comprehension.
- Reading and literacy development during 1-1 sessions provided for those requiring more attention focused learning.
- Pupil assessments, task organisation, behavioural monitoring.

PA

Barnsbury Jobcentre Plus

March 2018 – August 2018

- Administrative work including, diary management (meetings scheduling and organisation), managing emails, answering phone calls, managing voice messages by documenting and filing/logging phone calls, voice and text messages.
- Front of house work and customer service involving, directing the public to the appropriate department/staff member demonstrating an awareness of customer needs and excellent communication, helping members of the public use the Jobcentre Plus online system for job searches and Universal Credit applications.
- Research and producing documents (e.g. conducted online research extracting data from Gov.UK to provide a report about disability and employment discrimination in the UK).
- Personal development – learning how to use the Jobcentre Plus system, health and safety procedures and policies, customer communication training.
- Extracting information from the employer database to find employers that were not Two Tick Scheme/Disability Confident members, extracting information about business operations and culture ensuring efficient executive communication to increase memberships contributing to DWP KPIs.

Disability Advocate (Voluntary)

Freelance

January 2018 – 2019

- Complaints handling, including advice and referrals, problem solving and query handling and investigations.
- Assisted in writing PALS, NHS England, CQC complaints and NHS ombudsman complaints to initiate the SI process and public health investigations for serious incidents.
- Data management – including GDPR compliance, manual and virtual data filing/organisation.
- Identifying eligible claims for discrimination, negligence, GDPR and H&S violations in healthcare services for those I am supporting. This includes liaising with legal services to source free legal support and guidance.
- Working collaboratively with solicitors to analyse medical records referring to Equality Act, Disability Act, European Convention for Human Rights, SI and PSIRF framework, identifying the level or type of incident if the incident is identified as a potential violation and providing professional correspondence and disputes in response to complaints/queries.
- Creating a detailed timeline of events and contextual data extracted from medical records, service user's account of events.
- Analysing social worker multi-agency care reports to identify areas requiring additional support referring to additional charities for funding and support and assisting with council applications for additional support.

Dignity Champion (Voluntary)

Healthwatch Islington

January 2018 – January 2019

- Undercover inspection of accessibility compliance of GP practices looking at accessible communications and disabled facilities/adaptations.
- Protocol implementation including excellent staff interaction, assessing facilities and quality of communication against a criteria and following health, safety and safeguarding protocols.
- Implementing protocols for safeguarding adults and children where necessary, including investigating care and public health facilities for signs of abuse/negligence, and categorising incidents/issues and implementing referral protocols when required.
- Investigating H&S violations and potential PSED violations e.g. Accessible Information Act 2015 and Disability Act violations

- Conducted interviews with patients and their families to obtain information about the circumstances surrounding a potential public health investigation or during an enter and viewing inspection.
- Analysis of findings of inspection and collation of reports.
- Complaints handling, including advice and referrals.
- Communications, writing reports (basic ICT skills).
- Data management – including GDPR compliance for enter and viewing protocols, manual data filing/organisation of enter and viewing details.
- Professional development- obtained level 1 certifications in Safeguarding Adults and Children, Health Watch introduction and Equality and Diversity, also underwent health institution inspection training which also involves DBS checking.
- Supporting local charity events promoting health and inclusion and engaging with multiple demographics.

Admin Assistant (Voluntary) Healthwatch Central and West London March 2018 – September 2018

- Undercover inspection of accessible communications and disabled facilities/adaptations, H&S compliance of local practices.
- Protocol implementation including excellent staff interaction, assessing compliance accessibility of facilities and communications against a criteria whilst following health, safety and safeguarding protocols.
- Communications (written and oral) and report writing.
- Researching and producing documents (e.g. created Equality and Diversity training material including presentation slides specifically for this branch of Health Watch and trained staff and volunteers).
- Created a PowerPoint presentation on EDI and helped to run an Equality and Diversity seminar and created departmental EDI training material.
- Using Excel to research relevant charities and collect relevant information.
- Assisted in data and document management and filing- using manual filing system to source past audit documents and search engines to research relevant documents and protocols for charity accreditation, collating the relevant material into a Word document and creating a categorised table and emailing research to relevant staff.
- Professional development – mental health first aid training, coaching/PCC and inspection training.

Dignity Champion (Voluntary) Healthwatch Central and West London May 2018 – present

employment gap due to pregnancy and subsequently raising 2 children, during this time I was completing a BA honours with The Open University and voluntary roles were taken due to managing health issues and postoperative rehabilitation

Education & Qualifications

Foundations of Finance	August 2022- 2023
University of Cambridge	
Business Fundamentals	Oct 2022- Feb 2023
Harvard Business Publishing	
Designing Organizational Structure	
Harvard Business School	June 2022
MSc Human Resource Management	Oct 2019-2024
The Open University	
Postgraduate Certificate Human Resource Management	Oct 2019 – 2021
The Open University	
BA hons Open Degree, Business and Management	
The Open University	Sep 2011 – Oct 2018
BA Open Degree, Arts	
The Open University	Sept 2011 – July 2017
English Language and Literature	
Kings College London	Sep 2002 – Jul 2003
A Levels Art English History (AAB)	
Maria Fidelis Sixth Form	Sep 2000 -2002

Employment Training Courses

- BOOST “Prototyping Strategy for Innovation” Programme - Central Research Laboratory & Brunel University
- “The Pandemic Puzzle” - Stanford University
- CIPD membership
- 5 Day Coding Challenge - Code Institute
- Mental Health First Aid Lite, MHFA England
- Safeguarding Adults and Children, Healthwatch Islington
- Equality and Diversity Training, Healthwatch Islington
- Introduction to Healthwatch training
- Life Coaching Training, CPD
- Social Media Marketing and Start-up accelerator workshops (Open University and Virgin Start-up)
- Level 2 Advanced Business Management and Administration - URBANMBA March 2018- Sep 2018
- Level 1 Bookkeeping
- Level 1 Payroll Systems
- Microsoft Excel (beginners)
- Microsoft Excel (Intermediate)

Interests

Enjoy socialising, travelling, visiting restaurants and museums. Hobbies include; artistry (painting and digital animations), listening to entrepreneurship, business, self-development, health and nutrition audiobooks or podcasts, reading, fitness and body mechanics.

References available upon request