

Application for Corporate Programme Administrator with the University of Strathclyde

Dear Sir/Madam

I would like to apply for the role of Corporate Programme Administrator, which I became aware of through the website S1 Jobs. The post described is extremely appealing, not only because of the prestigious reputation of the prospective employer, but also because I feel that my skills and experience would allow me to excel in the position.

I am currently working in a management position within a large organisation, where the role requires me to not only manage a large team of advisers, but I also must report on their workload and progress creates to senior management on a daily basis. My wealth of experience in writing reports, gained from completing my psychology honours degree, ensures that these reports are coherent, concise and investigatory.

As part of a large organisation, I understand that excellent communication between departments is crucial in achieving your goals. In my current role, I must balance the needs of both my employing organisation (Serco Ltd.) and the client to whom we provide the service (BMA). Their expectations can sometimes differ, so my excellent organisational and problem-solving skills often come in useful.

I have enclosed my CV, and hope to discuss my experience and interest with you in more detail in the near future.

Thank you for your time and consideration.

Yours Sincerely,
Kirsty Harper

KIRSTY HARPER

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SUMMARY OF EMPLOYMENT

Serco Ltd., Glasgow

Jul 2008 - present

Throughout my years at Serco, I have used my knowledge and skills to progress within the organisation. I have outlined each role separately below.

- **British Medical Association (BMA) Team Manager**

Dec 2011 - present

I manage a team of thirty advisers and support them in providing high quality employment advice to paying members of the doctor's trade union. I manage staffing levels by analysing contact data and creating detailed reports for senior management on a daily basis. I also ensure that my department remains in regular communication with all other areas of this large organisation in order to guarantee that we are all up to date with any important developments.

- **BMA Employment Adviser**

Dec 2008 - Dec 2011

I provided detailed employment advice to BMA members, both verbally and in written format. I dealt with a complex range of queries and took sole responsibility for ensuring my workload was managed within the defined time constraints. I researched issues by studying relevant documentation and consulting with internal committees or external organisations. I also supported members by liaising with their employers and providing them with support through grievance/disciplinary procedures.

- **Skills Development Scotland (SDS) Education Advisor**

Jul 2008 - Dec 2008

I provided members of the public with careers advice, specifically on further and higher education courses that may appeal to their circumstances and aspirations. I also supported each individual in reaching their goals by informing them of funding opportunities available to them.

Direct Line Insurance, Glasgow

Sep 2006 - July 2008

Motor Insurance Customer Services Advisor

Quality targets were monitored from team to team. I understood that my performance had an impact on the other members of my team so done my utmost to ensure that this effect was positive.

Tesco, Coatbridge

May 2003 – Sep 2006

Kwik-Save, Coatbridge

Sep 2002 – May 2003

EDUCATION

University of Strathclyde

2004 – 2008

BA Psychology, with Honours (2:2)

I have a strong interest in research methods, and took additional statistics classes through the mathematics faculty to build on the knowledge provided by the psychology department.

ADDITIONAL SKILLS

I have proficient computing skills and I am familiar with the following applications: All Microsoft Office Applications, SPSS and Matlab.

I am also familiar with the following programming languages: Visual Basic, Java, HTML and Python.

Full clean driving licence.

First Aid at Work certificate.

REFEREES

SDS/BMA Client Delivery Director

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