

## CONTACT



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## EDUCATION

### Agile Project Management Certification

Pass

University Of Westminster

December 2024

### Live Events Management Short Course

Pass

City University Of London

January 2015 – March 2015

### BA Business Administration

Upper 2:1

Middlesex University

2002 - 2006

### GNVQ Business Advanced

B,B

City & Islington College

2000 - 2002

### 11 GCSE's

B-D achieved

Elizabeth Garrett Anderson School

## OBJECTIVE

I am a proactive Project Management and Office Manager professional with 12 years of experience in Local Government customer services and 9 years in the Public Housing sector. I have honed my skills as an exceptional communicator, equipped with strong interpersonal abilities and expertise in managing people, front desk and refurbishments. I am now looking to embark on the next stage of my professional journey in the development and delivery of strong project management using Agile principles.

## WORK EXPERIENCE

### Project Manager

Notting Hill Genesis | 09/21 – Current

Project managing individual house refurbishment works across London and ensuring the works are delivered to the approved specification with minimal defects as part of our House Purchase Scheme, with finished products offered for rent on the open and social housing market.

- Preparing management reports for internal clients
- Using PamWin to appraise properties for acquisition
- Assisting in the disposal and repositioning of stock within the business portfolio
- Managing the appointment, performance and compliance of external contractors and consultants
- Preparing revenue and cashflow forecasts, financial reconciliations
- Project managing house refurbishment works,
- Assisting the Acquisitions Manager with acquisitions for the Rough Sleepers, Homes For Heroes and Simplicity programmes
- Arranging and attending viewings with vendor and estate agents
- Updating property records for other departments within the business
- Building relationships with multiple local authorities
- Collectively managing a budget of £63m and resources in line with NHG processes

### Development Officer

Notting Hill Genesis | 04/21 – 09/21

I provided an efficient and effective office management and administrative service to the Land and Purchase & Repair teams, working with PAs and other support roles. Liaising with my team, internal and external clients to support project work and ensure payments to agents, contractors and solicitors were made in a timely manner.

- Assisted the land team in delivery of special development projects
- Liaised with external contractors and consultants
- Supported the lead project manager and project managers with site visits, completion, inspections and snagging
- Arrange work events and manage senior diaries
- Processed payments of council tax and utility bills
- Organise and maintain office IT and storage systems
- Planned and organised meetings and workshops with internal and external stakeholders, taking minutes using Google Suite and MS Office

## INTEREST

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- Reformer Pilates
- Cooking
- Family time
- Djing

## SKILLS

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- Qualified in Teaching English as a Foreign Language (TEFL Certified)
- First Aid
- CRM/ Database Management
- Full clean driving license
- Intermediate MS Office skills
- Intermediate OS MAC

### Senior Housing Officer

Notting Hill Genesis | 08/15 – 04/21

The main purpose of my role was to assist social housing tenants in renting and sustaining housing with Notting Hill Genesis, supporting tenants with their day-to-day enquiries across 5 London Boroughs.

- Managing and refurbishing void properties in line with company targets
- Reporting repairs and defects using Workwise
- Collecting rent using Northgate
- Logging and updating customer records with Workwise and Tableau
- Signposting residents to charities, further education and welfare support services
- Attending Local Authority meetings to establish rehousing needs and support
- Tenancy sign ups using MS Word
- Safeguarding children and vulnerable adults
- Visiting tenants to address their specific housing needs
- Advertising properties to let with Local Authority using MS Word and Outlook
- Estate inspections
- Answering calls, taking messages and sorting through incoming post

### Senior Customer Focus Agent

Islington Council | 06/06 – 07/15

Delivering a frontline local government service to the public; this involved using a variety of software to record customer transactions and process sensitive information. General administration tasks were included with receptionist duties and office management.

- Logging, investigating and responding to complaints in full
- Training staff in Customer Excellence
- Organise transport and accommodation for senior management
- Maintaining customer records using CRM
- Manning the reception desk, greeting clients
- Filing and providing receipts for Housing Benefit applications
- Processing payments for services offered by multiple departments across the business
- Managing office supplies stock level