

## 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

### BA Business Administration

Upper 2:1  
Middlesex University London

### GNVQ Business Advanced

B,B  
City & Islington College

### 11 GCSE's

Elizabeth Garrett Anderson School

### Professional Affiliation

Association for Project Management

## PROFESSIONAL SUMMARY

I am a Project Manager with a proven track record of handling end-to-end procurement, taking projects from the first idea right through to completion, and making sure properties are not just habitable but meet the high standards expected by the organisation. I'm confident in mapping out and delivering project plans that stay on time, on budget, and within scope. I'm skilled at building and maintaining strong working relationships with stakeholders, local councils, housing associations, and contractors, making sure everyone's on the same page and moving in the right direction. I bring strong commercial awareness and solid negotiation skills that drive cost-effective, high-quality housing solutions for a range of needs. I understand accommodation strategies, new developments, and modern "New Ways of Working" approaches, and I know how to apply them in practice. I'm experienced in managing budgets, contracts, and financial responsibilities to keep projects aligned with organisational goals. Above all, I'm highly customer-focused and client focused, ensuring excellent service and finding practical solutions to even the most complex development challenges.

## AREAS OF EXPERTISE

Project Management | Property Management | Quality Control | Advertising | Creative Industries | Google Drive | Agile Methodologies | Iterative Development | Stakeholder Engagement | Contract Negotiation | Timeboxing | Client Requirements | Public Sector | Contract Management | Local Councils Liaison | Consultation | Data Entry | Microsoft Project | Customer Relationship Management | Reconciliation | Administrative Assistance | Project Planning | CDM | Budget Control | Project Delivery | Communication | Acquisitions & Disposals

## WORK EXPERIENCE

### Project Manager

Notting Hill Genesis | 09/21 – 07/25

Plan, monitor and control major works of new stock and Capital Works across London ensuring the works are delivered to the approved specification with minimal defects as part of our House Purchase Schemes, with finished products offered for rent on the open and social housing market.

- Preparing management reports for internal clients and senior management
- Using PamWin to appraise properties for acquisition
- Assisting in increasing, disposal and repositioning of stock within the business portfolio to PAS 2035 compliance per our funding
- Developing and managing the appointment from our framework, day-to-day performance and compliance of external contractors, EA's and consultants to execute the works
- Preparing revenue, cashflow forecasts and reconciling accounts
- Project managing house refurbishment works to CDM Regulations and S106
- Assisting the Acquisitions Manager with house purchases 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 management, multiple local authorities, end users and other external stakeholders

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## INTEREST

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- Reformer Pilates
- Cooking
- Family time
- Djing

## SKILLS

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

- Identifying and taking technical lead on properties within our pipeline
- Communicating complex and unforeseen project issues to senior management
- Measuring contractor performance in line with contractual obligations with strong regard to meeting HSE legislation
- Snagging and quality assurance site inspections as part of our practical completion process to meet EPC rating of C or higher for energy efficiency
- Co- managing a budget of £63m in line with NHG processes and budgetary constraints; improving financial targets on each project

### Development Officer

Notting Hill Genesis | 04/21 – 09/21

I provided a supportive and effective office management/administrative service to the Land, 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
- Acted as first point of contact and lead administrator for post-property exchange to resolve issues and queries with our contractors
- Liaised with external contractors and consultants
- Issued invoices for warranty-related and defects period works, leveraging a live overhead system for accurate billing.
- Supported the lead project manager and project managers with viewings, site visits, completion, inspections and snagging
- Supported the Acquisitions manager in purchase negotiation
- Planned and organised meetings and workshops with internal and external stakeholders
- Issued invoices for warranty-related and defects period works, leveraging a live overhead system for accurate billing.
- Processed payments for contractor invoices and utility bills using Compleat
- Organised and maintained office systems
- Diary management for the Land Team Director

### Senior Housing Officer

Notting Hill Genesis | 08/15 – 04/21

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. I managed 220 residents at any one time across multiple schemes.

- Managing and refurbishing void properties in line with company KPI's
- Reporting repairs and defects using Workwise CRM
- Logging and updating customer records with Tableau
- Signposting residents to charities, further education and welfare support services
- Attending LA meetings to establish rehousing needs and support

*Continued...*

- Safeguarding children and vulnerable adults
- Collecting rent using Northgate
- Selecting stock for kitchen and bathroom upgrades
- Overseeing repairs and upgrades to roofs, windows and heating systems
- Active resident engagement through the sustainment of their tenancy
- Arranging and overseeing Tenancy sign-ups using MS Word
- Visiting tenants annually to address their specific housing needs
- Advertising properties to let with Local Authority using MS Word and Outlook
- Estate inspections with FRA checks to communal areas

### **Additional Experience**

*Additional roles moving in line with promotion and personal development are available upon request*