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Rebecca Herne

Community & Events Manager | Client Relations & Leadership,
Corporate Communications | BSc

Summary

As a dynamic professional, I bring experience and knowledge to roles in community, event & project management. Currently excelling as a proactive Community Manager, I champion smooth day to day operations and lead a 400+ member engagement program with adept coordination and interpersonal skills. My track record as an Operations Manager at LSX Ltd showcases proficiency in seamless event orchestration and financial management. In a sales capacity at Doubletree by Hilton, I demonstrated strong client relationship-building skills alongside revenue maximisation. Backed by a BSc in Marine Biology, I embody adaptability, strategic thinking, and a commitment to excellence, creating value through a versatile skill set.

Experience

October 2022 – July 2024 | Rapport by The Crown Estate | 1 Heddon Street, London, W1B 4BD

Community Manager

- Lead member engagement, supporting revenue growth, and retention strategies in a dynamic business environment
- A primary contact for all customers, fostering a collaborative community among members, clients, and service providers
- Develop, budget and execute an engagement program, tailored to the needs of our diverse community
- Drive commercial awareness by coordinating cost savings exercises with team members
- Identifying untapped potential and constructing operational delivery that aligns with existing operational logistics
- Ensure excellent customer care, maintaining operational efficiency and smooth processes
- Train, mentor and confidently lead a team, identifying individuals unique strengths, goals and opportunities for growth
- Create impactful, on-brand materials & communications for both One Heddon Street and the wider portfolio
- Develop strong internal relationships for seamless customer journeys and cross-departmental collaboration
- Work with the facilities team to incorporate sustainable initiatives and stay ahead of industry trends
- Adhere to company policies and standards, while driving continuous improvement in service delivery

October 2021 - October 2022 | Rapport by The Crown Estate

Dedicated Network Team Member

- Accurately recall in-depth knowledge of each building in our portfolio, prepared to cover various roles in an instant
- Consistently delivered exceptional, high-quality service as an ambassador demonstrating a positive, outgoing personality
- Manage emails and phone calls promptly and effectively, utilising the appropriate etiquette
- Proactive, flexible, and detail-oriented with a drive to learn and grow
- Excellent personal presentation and interpersonal skills

Sept 2020 - July 2021 | St Mary's University, Twickenham

Trainee Teacher PGCE in Secondary School Science

- Create and implement lesson plans that cater to diverse learning styles, ensuring students are challenged and supported
- Encouraging curiosity and critical thinking through hands-on experiments, discussions, and interactive activities
- Develop strong relationships with students, providing pastoral care, guidance, and mentorship to promote holistic growth
- Work closely with fellow educators to share best practices and collaborate on cross-curricular projects
- Remain current with developments in science education, incorporating innovative methodologies and technologies
- Participate in extracurricular activities, school events, and parent-teacher meetings to fostering a sense of community

May 2019 - August 2020 | LSX Events

Operations Manager

- Successfully coordinated between all departments and delegates to produce high profile events for up to 1000 attendees
- Managing forums, showcases, workshops, masterclasses, and evening activities internationally
- Forecasted and maximized profits for events valued over £750k
- Ensuring all materials met standards and expectations and were cost effective
- Collaborated with the marketing team to review programs providing operational insights and attention to detail

June 2017 - May 2019 | Doubletree by Hilton London, Westminster

Groups, Conference & Events Sales Executive

Nov 2016 - June 2017 | Hilton Euston, London

Food & Beverage Assistant & Departmental Trainer

Aug 2015 - Sept 2016 | McDonald's, London

Shift & Training Manager

Education

2012 – 2015 | Portsmouth University

BSc (Hons) Marine Biology, Marine Biology and Biological Oceanography

2024- 2012 | The Godolphin School, Salisbury

Biology, Economics, Geography A Level, French AS Level, GCSE's

Achievements

Solo Travelling, Lead the Way (selected from 100+ to give a speech at the award ceremony), Half Marathon, Re-launching Rapport Social Committee, Launching Crest Science Club, University of Portsmouth Ladies 2s Hockey Team Goalkeeper, versatile outfield player

Skills

Proficient with Microsoft Office, People, Project & Operational Management, Data Handling within GDPR, Up-selling & Business Conversion, Cash Handling & Invoice, Management, Quick & Inquisitive learner

Interests

Languages, HTML, CSS, JavaScript (intended progression to Python), Agile Project Management (SCRUM), Illustrating & Drawing, Marathon/Triathlon, Figure Skating, Dancing, Hiking & Travelling