Rebecca Herne



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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**,](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) **French AS Level**, **GCSE’s**

# Achievements

Solo Travelling, [Lead the Way (selected from 100+ to give a speech at the award ceremony),](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [Half Marathon,](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [Re-launching](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [Rapport Social Committee, Launching Crest Science Club, University of Portsmouth Ladies 2s](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [Hockey Team Goalkeeper,](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [versatile outfield player](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury)

# Skills

[Proficient with Microsoft Office, People, Project & Operational Management, Data Handling within GDPR,](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [Up-](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [selling &](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [Business Conversion, Cash Handling & Invoice, Management, Quick & Inquisitive learner](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury)

# Interests

[Languages,](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [HTML, CSS, JavaScript (intended progression to Python),](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) Agile Project Management (SCRUM), [Illustrating & Drawing, Marathon/Triathlon, Figure](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury) [Skating, Dancing, Hiking & Travelling](https://www.linkedin.com/search/results/all/?keywords=The%2BGodolphin%2BSchool%2BSalisbury)