

Melanie Mills

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Profile

Socially concerned, ambitious and motivated Prince2 certified individual with an interest in contracting, programme management, and evaluation. Expertise of working in voluntary, non-profit and private environments, with over 5 years' experience in developing knowledge of process and systems to support the management of projects.

Key Skills and Achievements

Programme and Grant Management

- Day to day management & coordination of projects & programmes for the national charity Earth UK.
- Responsible for the lead coordination of 100 subcontractors to achieve their full contractual targets to deliver a £40m government funded employment programme called 'Social Development Fund'.
- Contributed to the development and planning of programmes, including the set-up of major corporate initiatives such as Trax 'Transform Your Ground', Paintz 'Colour Works' and RecycleUK '@greenfingers'.
- Grant Management including logging and assessing applications for funding, writing grant agreements, using online Management Information Systems to manage data, and monitoring progress.
- Creation and implementation of remedial action plans for partners & subcontractors to manage performance.

Financial and Budget Management

- Managed programme budgets including Bico funded 'Greens ' fuel poverty programme worth £60,000.
- Experience creating and using systems to monitor grant finances of various projects within a programme, processing invoices, checking evidence, ensuring grants are claimed in full and reconciling budgets using SAGE transaction listings.
- Developed a process to fully reconcile a £40m programme with the Finance Coordinator, coordinating statements of grant usage from over 100 subcontractors of grants ranging from £6500 to over £1m.

Monitoring and Evaluation

- Responsible for monitoring grant funded projects for risks – recording and monitoring where necessary, and working with grant recipients and colleagues within the programmes team to mitigate risks where possible.
- Manage and undertake evaluation projects to measure service and organisation impact.
- Delivered evaluation training to various departments and provide bespoke support to staff undertaking evaluation projects.

Administration and Process Development

- Varied portfolio of administrative skills including data analysis and writing reports for committees, senior management and funders.
- Developing processes for the Earth UK Business Development Unit to contribute to the development of an organisational online database (CRM).
- Set up programme monitoring systems to record data and track progress using project targets for various programmes.
- Developed policies and procedures, such as at Lloyds TSB Bank researching the best methods to compete work packages, comparing efficiency and how quickly documents can be prepared to secure loans for customers.

Communication Skills

- Highly proficient verbal communication skills to manage effective working relationships
- Experienced delivering briefing or training sessions to groups
- Flexible approach to communication methods adapting styles to suit the audience
- Coordinated communications for programmes including using/facilitating members-only websites & forums, writing highlight updates and organisation programme briefing days.

IT Literacy

- Excellent IT skill set, experienced using various packages such as MS Office, MS SharePoint and IBM Lotus Notes.
- Highly proficient using word processing and spreadsheet software such as Microsoft Word & Excel.
- Experienced using online software to create and administer organisational surveys.

Work History

The National Special Needs Society , Programme Officer	Aug 2013 – Present
Catholic Education Office , Policy & Research Assistant	Feb 2013 – May 2013
Various organisations (agency work) , Corporate Receptionist	Jan 2013 – Feb 2013
Royal College of Surgeons , Administrative Officer	July 2012 – Jan 2013
Various organisations (agency work) , Corporate Receptionist	Apr 2012 – July 2012
Earth UK , Programmes Assistant	Nov 2009 – Mar 2012
Lloyds TSB Bank Plc , Admin Clerk	Sept 2009 – Oct 2009
Indian Express , Voluntary Teaching Assistant	June 2009 – Aug 2009
Lloyds TSB Bank Plc , Admin Clerk	Sept 2008 – May 2009
GForce Theme Park , Food Services Assistant	July 2007 – Sept 2008
University of Leicester , Student Ambassador	Jan 2006 – June 2008

Education, Qualifications & Training

University of Leicester	2013-2014
PG Cert Commissioning, Contracting and Procurement	
University of Leicester	2005-2008
BA English Language (with English Literature & Sociolinguistics) – 2:1 BA (hons)	
Leicester College	2004-2005
Access to Humanities (distinctions in all modules – equivalent to 3 A-Levels, Grade A)	
Gateway Community College	1995-2001
GCSEs: 10 A-C (including Maths, English Language & English Literature); GNVQ [ICT] - Distinction	
Professional training and courses attended:	
Prince2 (Foundation & Practitioner) – Pass – AMPG – November 2011	
TEFL (Teaching English as a Foreign Language – 40hours) – May 2009	

Other: Third Sector Procurement, Deaf Awareness, Customer Service Skills, Effective Time Management, Equality & Diversity, High Performance Teamworking, Health & Safety, BS8555 Environmental Awareness (Groundwork Training), Communication Skills.

References available upon request