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Jenita Wiggers

Virtual Assistant @ Virtual Assure October 2017 to date

In September 2017 I moved to Newport, Wales to be closer to family. I started my own business as a Virtual Assistant to enable myself to carrying on doing the work I love and be around for my family.

I haven't been a Virtual Assistant for long, however over the last 7 years I have undertaken many roles and responsibilities of a Personal Assistant, whilst working for the Director of Digital Development for Screwfix.

I am a hardworking and passionate individual, I deliver a professional service and I am reliable and efficient. I am trustworthy, flexible and able to deliver in a fast paced environment.

My purpose is to make your life easier by taking on the day to day tasks, allowing you to grow your business or to give you that valuable time with your family.

My services of a Virtual Assistant include:

Project Governance

- Implementing governance processes and defining and documenting targets
- Tracking projects to time and budget and risk and issue matrix and scoring

Budget Tracking

- Project cost reconciliation and spend forecasting
- Tracking capital budgets and revenue reporting

Personal Assistant

- Minutes and preparing board reports
- Travel arrangements
- Diary management
- Ad hoc errands

Finance Administration

- Invoicing, receipting and raising purchase orders
- Supplier set up
- Expenses

General Administration

- Filing and order supplies
- Contact management - email and phone
- Supplier contact

Household Paperwork

- Bills, household finance and insurance renewals
- Appointment booking
- Nursery and school research

Skills

Intermediate to Advanced **Excel** user, Microsoft Office proficiency. Use of management and governance tools including Rally (Agile Software Development Service); JIRA (Project and Issue Tracking); CODA (**Financial Management System**); SAP (Management and Business Intelligence solutions), **Project Audit and Governance, Financial Management and Reporting**, People Management, Communication and Relationship building, Change Management.

Experienced PMO Manager

A results oriented individual with 11 years of programme and supplier management experience of which 7 years in the PMO. I am accurate, efficient and well-organised.

Managing a team of 2-3 staff, I have defined the PMO processes for Screwfix IT, providing training, communicating change, and ensuring programme and project governance processes are followed and maintained. I have defined and presented stakeholder and board reports including project level reporting and budget governance.

My PMO processes and templates are in use in multiple organisations including The Kingfisher Group (the parent group of Screwfix), B&Q, and in Clarks.

With experience in supplier management, **budget governance, invoicing and project governance**, and RAID management, I am a problem solver with a track record of working in a demanding IT and business Programme Office. I am a highly motivated and caring team player who takes pride in the team's high-quality output.

Achievement Highlights

Development and documentation of complete **Programme Management Office processes and templates** for use in the delivery of business and IT project within Screwfix. These include the definition, implementation and communication of a complete change management governance process. The processes and templates I created are in use in both internal and external companies.

Recruitment, training and development of PMO Co-ordinator staff

Overseeing **monthly board pack** reporting on the status of all company IT projects, accurate reporting of **risks and issues** and providing the **change governance** function. The guidelines which I have developed to define the RAG status for projects are in use throughout the Project Management team to ensure consistent and accurate reporting of project statuses.

Forming of a backlog process to improve stakeholder engagement, prioritise the requirements of the PMO and enable a clearer and more effective communication with internal and external colleagues.

Career history

Screwfix Ltd and Kingfisher IT 2010 - 2017

Screwfix is part of Kingfisher plc, the international home improvement company, with over 1,100 stores in 10 countries in Europe, Russia and Turkey.

From power tools and workwear to cables and pipe fittings, Screwfix offers over 11,000 products available for pick up from over 500 stores nationwide. A further range of over 16,000 products can be ordered over the phone, online or from a local store.

PMO Manager August 2012- September 2017

Managing the Programme Management for Digital Development and the staff reporting into that team. Lead the project governance, audit and long-term activity planning of the Digital Development department.

- Financial and Budget management
- Audit and Governance
- PMO Process Ownership including definition, maintenance, and communication
- Resource Management including onboarding, resource planning and reporting
- Roadmap Planning and Tracking
- Writing and Compiling Project Approval Packs for Board Approval
- Board and Senior Management Team Programme reporting
- Project and Programme Risk and Issue Governance
- Ensuring the successful closure of each project
- Change Control management across the Programme of Projects
- Governance Reporting scheduling - ensuring processes are adhered to and reports are accurate and on-time
- Staff recruitment, training and development. Succession planning
- Supplier management including ensuring the POs are raised, Invoices are processed, and licenses and support agreements are renewed

An effective communicator and influencer, I have been effective through multiple significant changes to the organisation, including large programmes of group level and inter-company IT change

Programme Coordinator Feb 2011-August 2012

Capital and Revenue Budget management, working with the PMs and Screwfix Finance to accurately report and forecast the financial position of the department and Digital Development programmes for the financial year.

- Capital and Revenue Budget reporting and forecasting
- Resource planning for both onshore and nearshore staffing
- Financial and project risk reporting and change management governance
- Supplier billing
- Compile the Business Change Senior Management Team weekly programme report outlining resource risks, budget summary
- Outline and support contractor renewals
- Project Governance support including ensuring that Capexes, Project Definitions and project documentation is created and stored according to process

Programme Coordinator Feb 2011-August 2012 Cntd

- Preparation and communication of project closure including business acceptance, process adherence, SMT signoff, and removal from the programme plan.
- Audit and Governance process compliance
- PMO Process ownership including update of the process templates, guidelines, checklists, and process documents.
- Purchase Order management - ensuring statements of work are submitted, raising, gaining approval, and receipting the POs
- Maintaining the Programme Plan
- Working with the PMO administrator to oversee the smooth onboarding process for new starters

Experience of both agile and waterfall projects, managing complex capital and revenue budgets (more than £5 million), working with both internal and external, onshore and offshore providers.

As a member of the PMO, I provided resource management at the department and project level. In addition to ensuring adequate onshore and nearshore staffing levels, I assigned resources to projects as part of the project approval process.

Programme Administrator Jan 2010 - Feb 2011

Support the Head of Department and Senior Management Team in their daily activities, including facilitating the production of monthly board packs, attending and minuting board meetings, and minuting the weekly change control meeting.

- Purchase Order management - ensuring statements of work are submitted, raising, gaining approval, and receipting the POs
- Support the Senior Management Team with travel and general admin
- Attend and take minutes for the weekly change control meeting
- Collate the monthly project governance company and group Board Packs, attend and minute the board meetings in Screwfix
- Organise and plan department events
- Maintain holiday and sickness records for the department
- Organise new starter logins, desk, and equipment
- Maintaining the project timesheet database
- Process maintenance including proper filing of contracts, and process documents
- Office Equipment ordering and audits
- Deal with the daily post
- Act as a central point of contact for routine questions from internal and stakeholders including resolving issues

Augusta Westland

Augusta Westland is world-leading helicopter manufacturer for commercial and military customers worldwide.

Material Supply Office Sept 2009 - Dec 2009 (3 month contract role)

Work closely with suppliers to deliver outstanding Purchase Orders against contractual dates, negotiating expedited deliveries for urgent work.

- Generate SAP reports of outstanding supplier work to ensure timely delivery
- Prioritise critical aircraft materials
- Review supplier conformance and resolve issues with suppliers
- Check receipted deliveries
- Attend management meetings
- Work with the Import team

Screwfix Ltd, Various Roles 1999-2009

Commercial Planning Coordinator, Supply Chain Planner (UK & Far East Imports and Direct Despatch), and Customer Service Team Leader.

- Responsible for product availability across all distribution centres - Plumbing range
- Working closely with the Buying team to improve product quality and performance
- Supplier and Conformance Management
- Team Management - KPI monitoring, team meetings, training and performance improvements.

Training and Certification

- LEAP - people management training
- Certified Scrum Master
- PRINCE 2
- Advanced and Intermediate Excel Training, basic charts and Databases
- Hughenden Essentials of Forecasting

Miscellaneous

Full UK Driving License

References on request