

CHLOE WARD

PERSONAL PROFILE

A dedicated professional looking to further develop my experience, whilst bringing my organisation skills, strong work ethic and passion to my next workplace.

QUALIFICATIONS

- 9 A grade & 1 B grade GCSEs, Ysgol Dyffryn Ogwen (2004-2009)
- 3 A grade A-levels, 1 C grade A-level, Ysgol Dyffryn Ogwen (2009-2011)
- BA(Hons) First class degree in major History/minor Archaeology and Heritage Studies, University of Worcester (2011-2014)
- Institute of Leadership & Management Level 2 in Leadership & Team Skills (2015)
- Level 4 NVQ in Project Management (Agored Cymru, Aug 2020)

ADDITIONAL TRAINING

- Currently studying for a Level 5 Diploma in Web Application Development' with Code Institute
- Train-the-trainer' Autism Awareness, hosted by Autism Wales 2023
- PASMA mobile tower cert. 2022
- Volunteer management training (hosted by the National Trust)
- People management training (hosted by the National Trust)

CONTACT ME

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KEY SKILLS & ACHIEVEMENTS

Key Skills

- Organised, timely, hard working individual – willing to go above and beyond to ensure tasks are completed to a high standard and on time.
- Bilingual - Fluent in Welsh & English.
- Completion of Level 2 ILM and Level 4 NVQ Project Management alongside career.
- Proficient in all areas of Microsoft Office (self-proclaimed Excel nerd), and good communication skills due to Administrative experience.

Personal achievements

- Working as a freelance creative during covid on wellbeing projects - [Llesiant i Mi](#) and [Creativity Kits](#).
- Gaining a first class degree, and completing a dissertation on my local history, the Great Penrhyn Strike.
- Completing an ILM course, hosted by an organisation focussed on improving women's careers in Wales.
- Running 4 half marathons... so far!

EMPLOYMENT HISTORY

Volunteering Coordinator

Amgueddfa Cymru, May 2022-Current

- Working at National Slate Museum to introduce and develop volunteering programme.
- Duties include: collaborating with current staff to encourage volunteer engagement, lateral thinking when developing new roles or ideas, manage volunteers, collaborate with wider Amgueddfa Cymru volunteering team to assist Wales-wide volunteering tasks.

Collections Assistant

Plas Newydd, National Trust, March 2020 - May 2022

- Began with voluntary experience of collections handling, left having received an Exceptional rating in my PDR.
- Duties included: cleaning historic collections, opening & closing of historic mansion, curatorial work, lead on winter cleaning projects.
- Worked alongside volunteers, as well as provided training on collections handling.
- Collaborated with House & Collections Manager to deliver re-interpretation of the mansion after covid.

Gwynedd Fusion Network Coordinator

Gwynedd Council, May 2019-March 2020 (Maternity Cover role)

- Working with a wide range of partners across the Gwynedd Fusion Network to provide opportunities for people through culture, working towards KPIs as set by Welsh Government.
- Coordinated several projects such as the [Family Learning Signature](#), [WaLy Ferch](#), and hosted live virtual support for [Digital Promoting Skills](#).
- Required high level of Welsh/English communication with stakeholders about ongoing projects across Gwynedd.
- Utilised my organisational and task management skills in organising and communicating progress of projects widely.
- Completed Agored Cymru Level 4 NVQ in Project Management in role.

Senior Visitor Experience Officer

Penrhyn Castle, National Trust, January 2018-May 2019

- Managing the Visitor Experience team at Penrhyn Castle (5-10 people) and day-to-day volunteers (80-100), ensuring great customer service at all times.
- Worked alongside volunteers on several projects, Christmas program of events
- Duties included organising a programme of events for all visitors, working on visitor routes and signage, working alongside a historical collection, hosting educational activities.
- Operations Management of the Visitor journey, including helping with opening and locking up.

Administrative Officer

Morlais, Menter Môn, November 2017-January 2018

- A temporary position to provide Admin support for Menter Môn's tidal energy project Morlais - temporary position to lead on recruitment of project team.
- Good engagement with project stakeholders (virtually and IRL).
- Skills utilised: all types of Welsh/English communication, minute taking, quick thinking, initiative, record maintaining.

REFERENCES

Ryan Jackson,
Collections & House Officer,
Plas Newydd, National Trust

ryan.jackson@nationaltrust.org.uk

Nest Thomas,
Museums and Arts Manager,
Economy and Community Development,
Gwynedd Council,

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