

# Melanie Wilson

## Tenant Liaison Officer

Liverpool

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### WORK EXPERIENCE

#### Senior Tenant Liaison Officer

Mears. Sedons. Starfish. Forrest. Lovells, solar king. - Merseyside - February 2011 to Present

Liaise with tenants and contractors in order to provide a smooth transition for regeneration

- Dealing with issues which may arise whilst work has been carried out
- Administration/ data base implementation

Kitchen, bathroom, roofing, external insulation, roofing, electrical programme experience.

. Managed a small team of staff produced work programme and carried out surveys.

Assisting site manager, planning work scheduals

#### Site Administrator

Abercorn construction

Purchasing

Wages

Time sheets

Petty cash

Holiday schedules

General office duties

#### Advice & Guidance Officer

Ingeus - 2012 to 2012

2012

- Delivering training programmes
- Collating and creating learning materials for clients who have learning difficulties.
- Advice & Guidance in employment, housing benefits, and additional barriers
- Report writing, data base, and several computer packages

#### Project Officer

Riverside Housing - 2011 to 2011

2011

- Selling houses
- Dealing with Tenancy agreements/ market rents.
- Giving advice on tenancies, rents and all housing related issues.
- Customer complaints
- Gas and electric safety checks

Ongoing position with the Citizens Advice Bureau as a General Advisor

#### Hosting events, and marketing

PSS Personal Service Society - 2009 to 2010

2009/10

- Mentoring and supporting vulnerable clients through a personal development training course.
- Individual learning plans for clients who are looking to go back into work after long term unemployment.
- Hosting events, and marketing.

### **Daisy UK- Strategic Development Officer**

Daisy UK - Merseyside - 2007 to 2009

Inclusion & confidence building through sport, and training programs for people who are visually impaired or disabled.

- Collated and built up units for the accreditation of the matrix award.
- Help with project promotions and teaching employees how to incorporating disabled clients into the work place.

### **Streets Ahead Officer**

Liverpool City Council - 2008 to 2008

2008

- Advice and guidance surrounding employment, education & training.
- Promotional events, Networking with various services
- Running of Job Café,
- Input of data, reports and book keeping

### **CLASS Community Development Officer**

Socially Excluded Unit - 2007 to 2008

Writing learning plans, working with external services, general running of the unit, hiring staff, interviewing potential students, risk assessments, educational sessions, net working vocational

- Assessment of individual needs.
- Information on supporting people, & referrals to services outside the unit including social services, connexions and adult guidance teams.

### **Assistant housing officer**

Knowsley Housing Trust - merseyside - February 2004 to September 2007

Customer Services, Housing Management Team

- Dealing with complaints and queries
- Undertaking all aspects of administration
- Various computer programmes in relation to database
- Dealing with homelessness
- Domestic Violence issues
- Sign up papers & tenancy agreements

### **Environmental/Regeneration Officer**

Liverpool City Council - 2001 to 2003

Co-ordinating department projects

- Running environmental surgeries
- Dealing with customer complaints
- Customer involvement
- Imputing data in to computer
- Fire safety checks in houses of multiplication
- Noise pollution (people & traffic)

## EDUCATION

### **BTEC in Housing studies, covering construction , law**

Bankfield - Liverpool

2001 to 2003

### **NVQ in Business Administration, Communication**

Bankfield College - Liverpool

1999 to 2001

## SKILLS

Microsoft Office, Teaching, Management

## ADDITIONAL INFORMATION

I am a professional lady who has an extensive background in customer relations having worked face to face with people for over 15 years, my roles in the past have required me to constantly sort out problems within a fast paced environment. My ability to adapt quickly has allowed me to work in various settings, many a time without any disruption or training as I've learnt on the job.

I have a can do approach and flourish in busy settings keeping calm under pressure at all times.

I am well versed in a variety of computer packages, and can vary my hours at short notice to suit my employer. I am proud of my employment history and have no qualms in applying for references from all my past employers.

I have worked with a company called daisy uk which promotes disability through sport, I helped deliver these sessions and worked with action for the blind. I had hands on experience working with students with a range of disabilities and focused on their Ability rather than their labelled condition.

I feel with my background and the skills and knowledge working both in an office setting and in a class environment I would be the ideal candidate for this role, and I would love to be given the opportunity to explain, my suitability in greater detail at interview stage.

Regards miss Melanie Wilson

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