

## *Personal Details*

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## *Education*

### **Washwood Heath Comprehensive School**

English	'O' level
Art	'O' level
Drama	'O' level
Maths	'O' level
Human Biology	'O' level
Social Studies	'O' level

## *Qualifications and Training*

R.S.A. I & II	Word Processing
First Aid Certificated	Fire Warden Trained
Health and Safety	Manual Handling
Unison – Subcontractor Payment Ledger	NetPlot – Drawing register
Coins – Payment Ledger	CRM
FLINTS	CSCS Card
BMS	D2D
CMS - Sharepoint	FieldView
ViewPoint for Projects	

## *Experience*

<b>January 2015</b>	<b>Production Coordinator</b>
<b>Present</b>	<b>Engie (previously Keepmoat)</b>

I help organise temporary and permanent staff recruitment, interviews and appointment paperwork for processing via the H.R. department. I undertake the induction of new starters ensuring that the employee receives the correct information relating to the relevant office procedures and systems which they will be using, including providing and overview of the SharePoint and HR.net system, offering help and guidance as required. I order IT equipment, phones and PPE for new starters I also organise health, welfare, safety requirements for various site offices. I liaise with HR, training and Safety with regards to various issues around staff working on site, maintaining personal details for each member of the team. I assist with vehicles, ensuring paperwork, including incident/accident reports are completed correctly and passed through to the relevant section. I maintain the diary for my manager, organising meetings and training sessions as required. I take minutes at production/performance meetings, preparing and disseminating the required information. I monitor the site waste management details, ensuring they are regularly updated. I

maintain a diary for my Managers, monitor and record Annual Leave, training and sickness for the team. I am a regular visitor to site to ensure required documentation is in place and up to date. I liaise with the client on projects and I collate information to produce Health and Safety files for completed jobs. Produce Home User Guides and property packs for the home buyers on the new build properties. Recently I have been trained as FieldView/Viewpoint Administrator, helping to set up new Contracts and manage privileges within the system I organise training when required, promote Health and Safety procedures and perform various other duties to ensure the needs of the business are met.

**Oct 2013 -  
January 2015**      **Senior Vetting Officer  
West Midlands Police**

I undertook various computer based checks to ensure the safety and suitability of applicants for roles. Cross referencing information from various systems to ensure accuracy and exceeding my work allocation targets on a daily basis.

**July 2011 -  
Sept 2013**      **Office Manager  
Seddon Construction**

I ensured the day to day administrative and reception requirements were carried out ensuring all tasks were completed accurately and in a timely manner. I ensured an effective postal system was in place. I kept electronic diary bookings for the meeting rooms, organised any requirements including hospitality facilities. I checked and processed timesheets to payroll for the operatives and I also monitored and record the Annual Leave and sickness for staff and operatives. I ordered health, welfare, safety and stationary requirements for various site offices. I assisted with the vehicles, ensuring paperwork, including incident/accident reports were completed correctly and passed through to the relevant section. I assisted with the administration on various elements of works including, refurbishment, planned maintenance, aids and adaptations new build, I also assisted the bids team when putting together tenders. I took minutes at the weekly production/performance meetings, preparing and disseminating the information as required. I dealt with the petty cash and the reconciliation. I performed various other duties as dictated on a daily basis to ensure the needs of the business were met.

**Jan 2011 -  
July 2011**      **Personal Administrative Assistant  
Birmingham Local Medical Committee**

I managed the diary and the incoming e-mails for my manager, the Medical Secretaries and members of the team, ensuring they were updated as necessary including responding to the e-mails as required. I updated and maintained the database ensuring all relevant information was available. I booked meetings, ensuring hospitality facilities were in place, I took the minutes, prepared and disseminated the information. I prepared letters either by audio or hand written notes and ensured that electronic records were accurately kept. I performed various other administrative duties on a daily basis ensuring the office was efficiently run and the needs of the business were met at all times

**April 2010 -  
Jan 2011**      **Personal Administrative Assistant  
Healthcare Governance – NHS Birmingham East & North**

I managed a complex diary and also the incoming e-mails for my manager and certain members of the team, ensuring that they were updated as necessary including responding to the e-mails and the re-scheduling of meetings or ensuring a representative was able to

attend where there were conflicting appointments. I booked meetings; ensured hospitality facilities were in place, ensured any materials were available, took the minutes, prepared and disseminated the information as required. I prepared letters and ensured electronic records were accurately kept. I performed various other administrative duties dictated on a daily basis to ensure that the office was efficiently run and the needs of the business were met.

**Aug 2006 -  
March 2010**      **Office Manager  
Wates Construction – Living Space**

I oversaw a small administrative and reception team, ensuring all required work was completed accurately and in a timely manner. I organised temporary and permanent staff recruitment, interviews and appointment paperwork for processing via the H.R. department, I helped to ensure new staff were familiar with office procedures in place. I performed PDR's on members of my team and set them performance targets to achieve over the forthcoming year, whilst offering help and guidance as required. I ensured an effective postal system was in place and ordered stamps when required via the purchase card which I held. I also checked and certified timesheets for temporary staff and processed the invoices through for payment. I ordered health, welfare, safety and stationary requirements for various site offices within Living Space. I liaised with HR and Safety with regards to various issues around staff working on site, and kept personal details for each member of staff. I assisted with the vehicles, ensuring paperwork, including incident/accident reports were completed correctly and passed through to the relevant section. I ensured DBS checks were undertaken on staff working within MOD facilities. I assisted with the administration on various elements of works including, urgent response works, routine repairs, voids, complex voids under CDM regulations, refurbishment, planned maintenance, aids and adaptations. I took minutes at the weekly production/performance meetings, prepared and disseminated the information as required. I kept diary bookings for the meeting rooms, organised the projector set up, ordered the buffet lunches and arranged transport and accommodation as and when required. I also monitored and recorded the Annual Leave and sickness for staff.

**March 1992 -  
Aug 2006**      **Administrator  
MITIE Property Services – Previously Birmingham Accord – Previously Building  
Services, Birmingham City Council**

Duties I undertook included the collation and preparation of weekly/monthly statistics (including overtime forms, car allowance forms, manual overtime used) I checked and certified the mileage claim forms. I monitored and recorded operatives leave and flex – via leave cards and excel spread sheet. I was the contact name for any malfunctions of office equipment and for arranging appointments for engineers. I answered the telephone and helped to resolve the problems raised. I provided a reception service, took receipt of parcels/plant and forwarded to the correct section. I attended pre-contract and review meetings, liaised between the client and the contractor. I raised the purchase orders and assisted with maintaining the ledgers for the contractors. I was the contact point for finance and contractors regarding invoices. When the contractor submitted invoices I logged them onto excel as part of our audit process, I then processed the paperwork, ensuring the BCC recharge code was on the invoices, I then signed the invoices for payment by finance. I was involved in the training of new employees and temporary staff. I provided day do day advice and guidance to the planner, other admin and call centre staff. I monitored the invoices for any temporary staff employed within our team I undertook the imputing; updating and interrogations of computer/I.T. based work. I paged out work to operatives and organised appointments with regards carded jobs, I also kept a diary of appointments made. I maintained a postal service, both incoming and outgoing. I also used the fax, photocopier, ordered and off hired skips for our office, maintained a filing system and maintained the stationary supplies in my office. When I was working at one of the sub-

depots I was entrusted as a key holder and regularly opened and locked the yard and office building.

I was involved in the Decent Homes Programme performing the duties of Tennant Liaison Officer. The role included advising the tenants with regards the programmed dates, works to be carried out and the likely timescales for the completion of the works. I ensured that the tenant had a list of contact numbers they may require and assured them that I was available to discuss any problems or worries they may have had and hopefully help to resolve them. I helped to assess any special requirements of the tenant and where necessary liaised with social services with regard adaptations. I also liaised with Neighbourhood Office for the de-cant of some tenants and organised the removal of their furniture. I ensured that the relevant documentation was completed and packages for each of the tenants were made up quickly to ensure that information was easily to hand if required by any member of the team.

**1989 -  
1990                      Administrative Assistant  
                             Evans Halshaw**

Duties included – Typing, Word Processing, using the V.D.U., dealing with Customers/Clients, filing, dealing with refunds on tax discs, keeping a record of logbooks, using microfiche information, photocopying, arranging lists of vehicles on sale via auction to be checked. Maintaining a diary for the Manager, organising meetings/conferences, booking and confirming hotel reservations and organising transportation. I was a relief receptionist and switchboard operator this included taking and relaying accurate messages, receiving visitors, issuing security passes and ensuring visitors sign in and out of the building.

**1988 -  
1989                      Sales Ledger Clerk  
                             Dolland and Aitchison**

Duties included – V.D.U. work, data entry and sales ledger reconciliation, photocopying and ensuring the paperwork was correctly batched up.

**1988 -  
1986                      Personnel Clerk and Fire Clerk  
                             Wesleyan and General**

Duties included – Typing, Word Processing, and maintaining personnel files, operating the switchboard and reception duties, data entry, filing, telephone liaison, photocopying and also postal work.

**1985 -  
1986                      Junior Secretary  
                             Britax (Y.T.S. Training)**

Duties included – Word Processing and data entry. Operating the switchboard and performing reception duties. I kept a diary for the Manager: I made appointments, booked flights and made hotel reservations/confirmations. I helped to organise meetings conferences and shows, including assisting at the Motor Show and the N.E.C. I was involved via the telephone with customers/clients from various countries and preformed various general office duties including photocopying filing and postal duties.