I Amanda-Kate Ravenscroft

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**Personal Profile:**

Having worked as an RLO on a freelance basis for many years as well as in my current permanent position, I have assisted with the successful completion of many jobs ranging from working on void properties, Decent Homes/WHQS works (internal and externals) as well as extensive work completing EWI. I obtained my Soltherm Supervisors Card and also took the SMSTS qualification as well as a 3 day first aid qualification and am studying for NEBOSH General Certificate to enable me to take further responsibility on the contracts which I assist on, such as the delivery of Tool Box Talks, Checking of RAMS and upholding Health and Safety on site.

I have always met all challenges head on and have developed strong working relationships with the Client, Residents and also the Contractors/Sub-Contractors on every project I have assisted with.

Within my latest role as a Senior RLO, I managed a team of six RLO’s during a very challenging project working on Tower Blocks with much resistance to the works by the Residents. As a Team, we overcame this resistance by ensuring that we delivered what we promised and dealt with any issues promptly and in an appropriate manner.

I have always ensured that I make a positive contribution to all meeting whether they be Project Meetings, Resident Meetings or Client Meetings and believe that my contribution has always been well received. Having always taken the time to learn from my Managers and my Peers, I have always ensured a good working knowledge of the contract being worked on.

I have taken responsibility for CSR and have spent much time working on Community Engagement projects.

I am now seeking a new challenge and am prepared to travel/relocate /or work away from home.

**Work History**

**April 2019 to present. Pilon**

Working across three contracts as an RLO on Decent Homes Kitchens, Bathrooms and adaptations. Working as part of a site team and supporting the Site Manager and Project Manager. Liaising closely with Residents and regularly meeting with the Client and outside agencies. Building strong relationships and opening lines of communication between the Site Team and Residents.

**June 2018 – February 2019 Correct Contract Services.**

**Senior Resident Relationships Officer.**

Working with Operations Team on Social Housing heating installations.

Dealing with communication, access, complaints. Sole responsibility for CSR budget. Working very closely with all involved Stakeholders. Working within the Sheltered Housing sector to deliver heating installations has its own challenges as i was dealing with people who were often vulnerable and or had complex heakth issues. I organise my own time as a home starter and work well alone as well as part of a team. I was made redundant from this position.

**November 2016 – June 2018** **BRITISH GAS CONSTRUCTION.**

Working on the Tower blocks at Southampton carrying out EWI, Window and Heating installs on a Local Authority contract. Heading up the team of RLO’s, this was a challenging role which included attending Client Meetings several times per week, Carrying out Pre-entry Surveys and taking extensive De-lap pictures, dealing with complaints, keeping up to date information for House Packs and generally supporting the Site Team with any additional tasks whilst putting together information for O&M Manuals.. Giving Tool Box Talks, Snagging works, approving RAMS, carrying out regular safety checks

on equipment such as Mast Climber daily checks., Organising the Trades and giving out daily works. Issuing of work permits. Production of completion programme.

**June2016-November 2016 - A CONNOLLY LTD.**

Working on flood damaged properties in the Salford area. Carrying our Condition Surveys, dealing with Trades and supervising additional works. Handling complaints and organising access. Obtaining kitchen and bathroom choices and measuring for bathroom fits. I left this job to move back to the south of England.

**April 2015-June2016 – WILLMOTT DIXON ENERGY SERVICES.**

This contract involved working on an Arbed scheme carrying out EWI, Window and door replacements as well as Boiler replacements in a mixture of Private and Social Housing. Carrying out Pre-entry surveys, signing up Private Residents to the works. Working closely with the client at all times. Assisting the Site Managers and the general Site Team with any tasks required. Organisation of Community Benefit Schemes. Supervising work experience. Dealing with any issues which may arise with Residents, clients and work force. Snagging EWI and upholding site safety. I went here originally for 2 months but remained for more than 12 which included me working away from home for much of this time. I left when there was no further work for Energy Services.

**January2015-April 2015 – CARTRFI CYMUNEDOL GWYNEDD.**

This job was working directly for the Housing Assosciation and involved organising the decanting of Residents into alternative accommodation for the duration of the works. Checking daily on works progress and obtaining any choices for fittings from the Residents. Assisting Residents with the move back in and dealing with any issues or complaints as they arose. It was a short term freelance position.

**June 2014- December 2014 – WATES LIVING SPACE.**

This was working on both internal and external works and involved doing Pre-entry surveys including dilapidation surveys. Obtaining Resident choices and attending kitchen design appointments. Working closely with both the site team and the Client on all aspects of the job. Upholding Health and Safety at all times and attending progress meetings. This was a short term freelance position which i was asked back to after working for them previously..

**January 2014 – June 2014 – FT FINLEY.**

This was a Bathroom contract and it involved me assisting with all site set up as well as assisting in the procurement of materials. I carried out all pre-entry paperwork and dealt with complaints from Residents. Attending Client meetings on a weekly basis and working closely with the Clerk of Works. Issuing notices of intended works and obtaining choices for flooring and fittings. This was a short term freelance position.

**June 2013-December 2013 – WATES LIVING SPACE.**

This job entailed gaining access to properties and attending Design Surveys for new kitchens. Dealing with complaints and resolving on site issues. Assisting the Management team with any tasks required. Compilation of Resident files. Up holding Health and Safety.

**February 2010– Sept 2013 – LOVELL.**

This was an internals contract which consisted of kitchen and bathroom replacements. My role was to carry out daily visits to residents having works carried out and whilst there check on the progress of works and organise Trades to attend where necessary. Assisting Residents who had been identified as having special needs or who were deemed to be vulnerable.

**September 2009 – February 2010 – CONWY BOROUGH FOOTBALL CLUB.**

Working in the role of Commercial Manager entailed producing Hospitality and Sponsorship Packages for the club It involved organising events and fundraising activities to maximise the Clubs income. I exceeded all sales targets within this role.

**September 2010- February 2011 – VIABILITY SOCIAL ENTERPRISE**

During my time at Conwy Borough Football Club, I became involved with a Social Enterprise which delivered courses to economically inactive over 50 year olds. This involved me teaching small groups of adults on Benefits how to maximise revenue from a Football Club using transferrable skills such as Marketing, Fundraising, Sales and Event organisation.

**Further work history is available upon request and includes property managements, Resort management and working with Horses.**

**EDUCATION and QUALIFICATIONS:**

SMSTS, Three Day First Aid, Institute of Leadership and Management level 2, Studying for NEEBOSH General Certificate, Supervisors Card for SOLTHERM, CSCS Card, Asbestos awareness, BA (Hons) Degree in Management in Travel and Tourism, 4 Alevels, 8 GCEs (inclusive of English and Maths)