**Janet Gopie**

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**Employment Profile**

**Pathway 2 Work / Employment Advisor** - Tasked with ESA (employment support allowance) clients I enabled individuals with ranging abilities/disabilities back into or into employment (the first time for some) by empathising and listening to their concerns, goals, barriers and needs then discussing, motivating, assisting with training, placements and work trials. I was very proactive with electronic and hard copy administration duties which were legal compliances under DWP directives. Very often I was given no notice about incoming changes but reacted with desire and tenacity often working well into the evening in order to fulfil the needs of the business.

And though the role leant towards working 1:1 with clients when necessary I supported my colleagues collectively working as a team.

I am an excellent communicator who instigated and arranged meetings with Job Centres and employers putting forward suggestions for collaborative partnerships based on the needs of the business and clients.

**Habitat UK / Operation manager** - Before becoming operation manager having numerous transferable skills I competently managed a range of various departments within the organisation, amongst these as lighting specialist I was professionally trained and proficient with wiring all in-store electrical and light fittings. Regular appraisals ensured I was given feed back as per my performance – this gave me a platform to plan further improvements and changes that could improve my output or better the business with shared best practice.

My performance was acknowledged, rewarded and encouraged with promotions; I believe this highlights my flexibility, can-do attitude, aspiration and drive. I demonstrate good humour, warmth, empathy and congruence.

As Operation manager I am very proud of an occasion when I solely project managed a new SAP (system, application and products) IT system installation and training programme. Prior to go live date I was involved in 8 weeks of personal intensive new learning held at Safety Net training centre, London. Back in store I created training, performance and refresher timetables, visual aids to aid conceptualisation and spreadsheets to illustrate results. Working alongside a strict timeline I delegated tasks such as hardware removal and new installation.

I facilitated 1:1 SAP training in sales and customer and inventory data base to all staff, management team was further trained with banking system procedures and store mgr with hierarchal responsibilities. And I continually monitored everyone’s performance offering further support as and when was needed.

I accomplished the company targets and deadline goals succinctly and crucially without delays. I even enrolled on an IT course at my own expense so I could be better prepared in areas I felt needed improvement. I felt driven to succeed even though I was under enormous pressure but was elated when it all came together.

**BSC / Regional Window Dresser supervisor** - Working away from home was part and package when I was a window merchandising supervisor. I triumphed at store level which then led to promotion as regional supervisor. I supported the regional manager with delegated tasks such as producing team planners and timetables ensuring the regional catchment area needs were all been met, ferrying supplies and equipment as when needed and deploying staff to cover absenteeism, holidays and store re-fits or new openings.

I enjoyed my work immensely as it involved travel, creativity, vision and passion, eye for detail, accuracy and thinking outside the norm.

Using my own power and hand tools is very liberating but importantly gifts me life skills I will always have.

The role gave me further impetus to showcase my artistic flair I, designed and produced new window layouts (visual density plans) and brainstormed ideas for promotions and plans on how to increase commercial financial aspects of the business through visualisation and merchandising.

And I comfortably participated with the CEO, VP and other senior managers when conducting regional visits.

**Career Summary**

Although I have common administration experience in varying industries I understand company differences are the norm and welcome bespoke training where necessary.

I enjoy working in a fast pace environment and can react to changes with little or no notice.

**2015 - Current, employment break to focus on work/life balance and personal academic development.**

**May 2011 – October 2015 Pathway Group, Fairgate House, Tyseley, Birmingham.**

**Employment Advisor (EA), Pathway 2 Work (August 2011 – Oct 2015)**

As an EA my role required strong and effective communication skills with both clients and external affiliates. Telephone reviews and brokering interviews with employers, colleges, trainers etc. were orchestrated regularly via telephone. Referrals and caseloads were often very high so prioritising workload and diarising tasks whilst reacting to ad hoc issues were crucial to my facilitating multiple tasks proficiency. Managing the client data base was fundamental to working alongside DWP as the information was shared in order to demonstrate individual’s progressive journey and actualised client experience. Equally crucial was the need to support client work with documented evidence simultaneously stored electronically and hard copy filed.

The role is further broken down as follows:

* Manage caseload of customers through their journey into work identifying and addressing customers’ individual barriers and needs to sustainable employment.
* Build relationship & implement support with individual’s CDP (career development plan).
* Deliver employment focused training support to groups and providing 1-2-1 information, advice, guidance and support through the programme to help customers into long term employment
* Maintain compliance with DWP (Department of Work and Pension) guidelines:

Soliciting and recording mandatory electronic system information; manage client files responsibly and in accordance with confidentiality conditions.

* Maintain DWP contractual obligations work programme filing systems, resourcing information, liaising with Job Centre Plus and other 3rd party affiliates.

**Administrator, Pathway West Midlands Partnership (May 2011 – August 2011)**

* Use database to offer clients advise on vacancies within the care industry
* Use database to offer domiciliary care organisations recruitment services and vocation courses

**Academic study 2008 - 2015 Initially took a career break and completed various courses then embarked on levels of counselling and psychotherapy study combined with 100 hours (over 2 years) of skills placement learning and employment.**

**November 1994 - August 2007, Habitat UK Ltd, 42 – 46 Princelet St. London**

**E1 5LP**

**Operations Manager**

* Administration tasks including banking, filing, safe and money management, HR and recruitment filing.
* Liaise with external partners and contractors to tender work, organise payment and invoicing. Procure office stationary, cleaning supplies, stockroom supplies, PPE, personal sundries & refreshments.
* Capture marketing material and prepare data for head office.
* Prepare and process recruitment material and provide feedback to both candidate and management.
* Manage payroll time and attendance electronic system and petty cash budgets.
* Provide administrative support in meetings, draft letters and undertake notes during interview process and disciplinary hearings.
* Extrapolate data and bring together reports to support management decision making.
* Attend business meetings and development training as and when required.
* First contact for external business enquiries, responsible for system. proficiency and reporting repairs and maintenance.
* Maintain stock inventories, recruit and manage stockroom staff.
* Facilitate planning, preparing and performing bi-annual stock and accounts auditing.
* Provide ad hoc detailed training with routine timetables for staff and management.
* Perform daily risk assessment check, weekly Health & Safety check, and weekly fire test alarm check, provide documentation to support findings, report and discuss best practice and/or highlight potential risks or near miss for future safety.

**April 1982 – August 1992, BSC (British Shoe Corporation) Braunston, Leicester**

**Regional Window Dresser supervisor**

* Dress windows according to seasonal changes and company directives
* Facilitate shop re-fits, promotional displays, new openings and closures
* Procure and dispatch equipment
* Attend brain storming meetings & input ideas

**Education and Qualifications**

* Safeguarding & Equality and Diversity award
* Level 4 Diploma in Counselling and Psychotherapy – ABC (predicted pass)
* Level 3 Certificate in Counselling and Psychotherapy Studies - CPCAB
* Level 2 Certificate in Counselling Skills - CPCAB
* Level 2 Introduction to Counselling - CPCAB
* Level 4 PTTLS (Preparing To Teach in Lifelong Sector) - City and Guilds
* Level 1 Drugs Awareness - NCFE
* Stage 1 ITC - CLAIT
* GCE ‘O’ Level Art
* 8 CSE: German language, English, Social Studies, Biology, Commerce, Typing, Mathematics and Religious Studies

**Key ICT and software skills**

Computer literate using:

MS Windows 7

SAP systems

Maytas 5

Riva

AS400

**Interests**

I enjoy contemporary art, architecture and modern design, I have a natural passion and appreciation for subjects associated with modernism and minimalist innovative conceptualism. I enrolled with an Interior Design correspondence course so I could further my interest and develop a better understanding of interiors.

Gardening is another passion which I am quite involved with; I get great pleasure from planning and engagement. And I get to utilise interior design skills externally too.

**References available on request**