**Carolyn Harris**

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**Employment History**

**Compliance Administrator**

**Integral: JLL Sept 2018 to present**

Liaise and book planned maintenance visits with the Banks and sub-contractors.

Record and save certification, follow up on recommendations, raise quotes/purchase orders.

Weekly updates, conference calls,

Programmes used \_Vixen, Corrigo, Dart. Sub-contractors and client site updates.

Contracts for: Lifts, Fire alarms Fire extinguishers, Chubb security, UPS, Water risk assessment, Fixed electrical wire testing, Evac chairs, Pat testing.

**Receptionist Administrator**

**Fluor: National Roads Telecommunications January 2017 to Sept 2018**

Monitor and maintain security and safety within corporate reception; resolving problems and escalating issues for prompt resolution. Maintain secure logs and records for building passes, parking permits and authorised key holders; fire marshal records and building alarm and evacuation test schedule.

Reception duties covering management of visitors, delivering welcome safety messages; prioritising business critical parcels and post for collection; responsible for stationary Orders, SAP purchase orders, service order requests to support business meeting refreshments and technology requirements. Deputise for office manager.

**Secretary, receptionist and site-administrator:**

**Balfour Beatty Regional Civils**

**Birmingham City Centre Metro Extension 2013-2016**

Delivery support booking and organising corporate communication events, assuring tasks completed timely and building relationships with suppliers to ensure smooth delivery of events.

Providing secretarial support, compiling invite lists, presentation packs and hospitality requirements.

Maintained project filing and archiving, supporting effective document control, finance functions and expense records, producing reports as required

Maintained and coordinated on-site client and visitor records and safety training, supporting requests for meeting room bookings and refreshments

Documented and recorded on-site observation cards, overseeing technology migration within site offices. Responsible for tracking and monitoring weekly paid timesheets, training requests and bookings.

**Secretary and receptionist**

**Carillion Building, New Library of Birmingham 2010 – 2013**

Maintained and coordinated client and visitor requests with the security team ensuring health and safety processes were followed and building security maintained. Supported and mentored inexperienced admin support and local college work placements for students.

Assisted management of corporate communication events providing additional secretarial support to prepare documentation and presentational materials; booking services to support the events. Carry out document control to assure accurate, timely record keeping in conjunction with maintaining office supplies and services to colleagues. Maintain the minimum stock levels of stationary, photocopier and printer paper, consumables and servicing through central teams.

**FM Controller & QS assistant:**

**Wilmot Dixon, Inspace 2006 – 2010**

Plan and record daily call out and planned work logs across 20 engineers nationally (roofers, plumbers, electricians, including emergency callouts) recording out of hours working. Order and manage stocks of materials, provide weekly work in progress reports and admin support preparing quotes for authorisation working with clients as a central point of contact and coordination.

**FM & Planned Maintenance Controller:**

**M S Electrical 1999 – 2006**

Plan and record daily work flows nationwide for 4 mobile engineers and 2 electrical maintainance teams. Maintained communication with clients to coordinate works and record planned maintenance. Planned agreed times to access Lloyds TSB secure locations, coordinating site security and access information. Managed stock and consumables, with PAT testing records for the office and engineers, managed petty cash and consumable and tracked the team's vehicle insurance and road tax records

**Accounts/Sales/Stock control & returns assistant:**

**Allsafe Alarms 1995 -1999**

Invoicing, taking orders by phone or personal visit, collate orders for delivery and collection , record all activities for stock returns. Collate new Catalogue code’s price’s description. Handling Cash/processing Cards. Receive delivers, Stock control, Monitor Phone calls.

**Qualifications and training**

Sustainability recycling Balfour Beatty (Birmingham City Centre Metro)

Fire Co-ordinator Balfour Beatty (Birmingham City Centre Metro)

Fire Marshall Carillion Library of Birmingham (LOB) 2010

CSCS Construction site Visitor Carillion LOB 2016

First Aid Wilmot & Dixon/Inspace 2007

Business Admin RSA NVQ11 Birmingham Settlement 1993-1995

Health & Hygiene College of Food & Domestic Science 1978

Catering City & Guilds 706/2 Garrets Green College 1973 - 1977

Catering City & Guilds 706/1

**Profile**

A confident communicator; I am proactive, organised, experienced business administrator and personal assistant.

I have worked across many business areas, building skills and experience to take ownership of tasks and team results. Conscientious, I strive to go the extra mile to make a difference in my workplace to support colleagues and achieve a high standard of work I am proud of.

**Key Skills**

**Microsoft Office applications:** Excel, Word, Outlook, Lotus Notes and bespoke corporate applications.

**Mentoring experiences:** Experienced mentor to developing staff within business administration teams, and trusted Buddy to BAOH (Birmingham Action On the Homeless) giving work experience to homeless persons resulting with higher self-esteem resulting with 25 people being kept on in varying roles on the construction site.

Also mentoring 21- 25 year olds who had never found work after leaving school giving them confidence and life skills.

I tasked School work experience children to create a collage from the progress photos, this would make them question and look deeper into what was happening in the photo.

It gave them a sense of achievement as this was displayed in reception.

**Progress reports:** I liaised with relevant departments to compile the report monthly under a tight schedule.

**Resolving issues:** Collate information and contact details from complaints received in person by phone and e-mail and direct to the person best to deal with the situation, only if I am unable to answer or resolve myself. This involved listening skills, reassuring and developing relationships with the complainant.

**Time scheduling:** Managing executive diaries, scheduling and booking travel and hotel accommodation to meet individual’s needs and requirements,

Visitors I had the privilege to encounter, David Cameron, The Queen, Ossie Osbourne all these visits took extra planning and preparation, mainly regarding security.

My catering skills come into use with last minute buffet requests,

Managing project documentation through formal document control processes to maintain auditable corporate records.

**Secretarial Skills:** Secretary to Birmingham Saints Ladies Darts league of 7 teams 83 members major events include: create fixture lists for league and 6x3 competitions,

Singles, Doubles, Charity Doubles and 5 aside competition’s, manage cup presentation evening with DJ, Tombola and Quiz nights.