# PERSONAL

**Home Address:** 1 Jonfield Gardens

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**CONSTRUCTION EXPERIENCE**

**May 2017 – May 2019 (until project built) – Site Administrator / Document Controller**

**Simons of Lincoln**

At Simons I was a site administrator / document controller. Based at Circle Health in Birmingham. This project is a £35m, NEC form of contract, new build, 150 bed private hospital with basement carpark.

**4PROJECTS**

* Assign relevant users access rights and issue invitations to new 4Projects users.
* To manage the uploading of all project documentation to 4Projects ensuring thorough checking is carried out prior to upload.
* To manage the distribution of documentation via document transmittal notices.
* Organise the printing and formatting of hard copy approved documentation via a plotter.
* Act as a point of contact for employees with issues/queries relating to 4Projects.
* Monitor Requests for Information (RFIs) and update RFI tracker as appropriate.
* Uploading PMI’s, CE’s.
* Monitor the status of documentation through the workflows and chase outstanding

information where necessary.

* Extracting information from 4P to produce reports according to what is required.

**SITE ADMIN DUTIES**

**Datascope** - Inputting sub-contractor inductions, Extracting reports for onsite staff, deliveries, finger printing operatives for the turn style. Inviting new users / subcontractors to the Datascope system. Checking all due to expire CSCS cards. Booking of deliveries.

Using COINS to GRN delivery notes & on/off hire plant. Ordering of tools/plant. Booking accommodation every week for sub-contractors. Ordering of PPE, stationary, consumables, cleaning products. Ad hoc photocopying, arranging meetings, refreshments for meetings, making signage for onsite, daily filing of drawings. Maintaining an up to date day file. To maintain the project directory as appropriate. Ensuring all Plant on site has valid inspection certs, and all machines are checked weekly by users.

**March 2016 – February 2017 – Temporary Site Secretary / Document Controller**

**John Sisk Construction**

On site at Alumno Eastside Locks, Birmingham, on a new build 659 bed student accommodation building project. £30.7M

* Duties same as above at Simons Construction but I used Donseed and COINS.

**November 2013 – August 2015 - Project Administrator permanent / then Tenant Liaison Officer – 12 month fixed term.**

**Willmott Dixon Construction**

Working for our client Birmingham City Council on Planned Works Contracts.

**Project Administrator**

Door & Window Programme. My role entailed liaising with our sub-contractor who manufactured and fitted the windows and doors for Birmingham City Council tenants.

Liaising with tenants daily, dealing with complaints and queries and resolving in a timely manner. Sending out initial letters, 7 day letters to tenants, logging of carding process on Birmingham City Council Northgate database with the no access procedure. The majority of my time was spent using our Excel database.

Recording all Completions of Works received, liaising with the Clerk of Works to get the properties signed off. Processing I.D. badges for all subcontractors. Logging, opening and closing of works permits. Updating the asbestos and waste spread sheet on a daily basis. High volume of calls from tenants throughout the day.

**Tenant Liaison Officer**

Initially working on the Electrical Programme; planning in daily jobs for our electricians to complete tests & inspections then follow up with subsequent rewires/remedial works.

Visiting tenants in their homes to ensure they were aware of what the work entailed, any access / health issues, and ensuring the tenant was satisfied with the work that had been carried out, daily liaison with contractors on site. Dealing with any queries or complaints in a timely manner and coming to a satisfactory conclusion. Collecting Customer Satisfaction Forms on completion of the work which would contribute towards our KPI figures, and produce weekly performance reports for our client.

Working on the Structural Works Programme; complete refurbishment of three tower blocks, the work included; roofing, external wall insulation, doors, balcony enclosing to each property, a gas riser being fitted to each block and gas being fitted to all properties, communal decorations.

Gathering tenant profiles for each property, visiting tenants throughout the works to explain the nature and scope of work involved, ascertaining their individual requirements, arrange appointments/start dates and monitor access to individual properties, ensuring that specific or special needs are identified, and that communication and working practices are adjusted accordingly where practicable. Where appropriate, consult with tenants and tenants groups and arrange meetings to communicate. Issuing newsletters, information leaflets. The main purpose of the role was to ensure customer satisfaction and maintain high standards of customer service. Liaising with surveyors, clients, clerk of works to ensure works are carried out to specification. This may also involve running and/or attending tenant forums, site meetings and liaising between the two groups in order to keep all parties informed.

**June 2006 – April 2013 - Medical Secretary**

**Various NHS Trusts**

**Long Term Temporary Band 4 Medical Secretary within various NHS Mental Health Secure Unit Hospitals under Birmingham & Solihull Mental Health Trust & Dudley & Walsall Mental Health NHS Trust**

* Community Alcohol Team (CAT) & COMPASS Programme.
* Assertive Outreach Team, Birmingham & Solihull Mental Health NHS Trust.
* Ardenleigh (Secure Forensic Psychiatric Hospital).
* Bushey Fields Hospital, Dudley Home Treatment Team.
* St Andrews Healthcare Birmingham. (Secure Forensic Psychiatric Hospital).
* Home Treatment Team, Northcroft Hospital, Birmingham*.* (Secure Unit Psychiatric

Hospital).

* SIAS – Birmingham & Solihull Mental Health Foundation Trust (Addictions).

**OTHER SKILLS**

I am proficient in the use of Microsoft software packages such as, Word, Excel, PowerPoint. 4 Projects/Fieldview. Sharepoint, Donseed, Datascope, Buysite, COINS.

I am quick to learn new skills and would consider myself confident, approachable, organised, and a valued team member.

I have a CSCS Card; have also obtained training in First Aid, Fire Marshall, Asbestos Awareness, Sharps Awareness, Core Module, Environmental Awareness. I hold a Full UK Driving Licence.

**REFEREES**

**Stuart Partlow – Project Manager**

[stuart\_partlow@simonsgroup.com](mailto:stuart_partlow@simonsgroup.com)

**Stuart Macpherson – Senior Site Manager**

[stuart\_macpherson@simonsgroup.com](mailto:stuart_macpherson@simonsgroup.com)

**Education**

**1983-1987 Churchfields High School**

O’levels:- English Lit/ Lang, Maths, Business Studies, IT, Various pass grades.

**1987 – 1989** **Solihull & District Training Group Ltd**

YTS Office Procedures, RSA 1 Typing, RSA 1 & 2 Word Processing