**Mandy Lloyd**

Birmingham

mandlloyd1@gmail.com - 07958 800165

I have a calm, confident, people orientated nature together with an inspirational and positive attitude and work well as part of a team or independently.

With a robust background of working in Executive PA roles at Senior Director Level for many different types of organisations, I am now looking to expand my career.

I wish to use the wealth of knowledge and experience already gained in my career to my full potential and develop it further, whilst providing a professional service to support and assist a business to grow towards their goals.

I have a full clean driving licence and am willing to travel around.

WORK EXPERIENCE

# Office Manager and PA TO MD

LCP Properties – Kingswinford – February 2016 to Present

* Comprehensive PA support to the MD of a multimillion pound commercial property company.
* Management of the Non-Professional (Admin and Secretarial) Services and Facilities and Reception staff
* Co-ordination with internal personnel and external contractors to ensure efficient facilities management of the building
* Project co-ordination of a new Wellbeing Room within the building and organisation of events relating to such (health and wellbeing events)
* Co-ordination of building contractors in connection with a catering/breakout area in the building
* Extensive diary management. Ensure the MD is fully prepared for all meetings with necessary documentation and information
* Preparation of Board reports and co-ordination of Board meetings and meetings with the Chairman
* Liaising with the Aviation Company to schedule helicopter landings for the Chairman
* Line manage, mentor and develop the Admin Team (9 staff members), Reception Team (3 staff members) and PA to the Retail Director in the Property Office, ensuring processes run smoothly and adapting for maximum efficiency
* Recruitment of new staff as necessary
* Travel booking
* Arranging meetings both internally and externally, managing and booking meeting rooms and hospitality
* Organising Company events
* Preparation of meeting documentation, taking minutes and chasing actions
* Preparation of reports, Powerpoint presentations and legal documentation
* Represent the MD to third parties internally and externally
* Dealing with client queries
* Co-ordinating with team members and external clientele
* Manage all the MD’s administration, including full control of Outlook inbox
* Drive the property portfolio through proactive management of the MD
* Ensure visitors are greeted and welcomed warmly

# Executive PA to Executive Director of External Affairs

Solicitors Regulatory Association (part of The Law Society) - Birmingham - October 2015 to November 2015

Responsibilities

* Strategic planning of Director’s complex schedule.
* Arranging high level meetings with MPs, The House of Commons, Parliament, Buckingham Palace and similar.
* Arranging daily travel and accommodation for associated meetings in the UK and abroad.
* Attended and assisted with the co-ordination of the Lawyers Compliance Conference at Birmingham Metropole.

Accomplishments:

Immediate impact - Role required me to hit the ground running from day 1 due to the high profile nature and complexity of the Directors incredibly busy schedule and level and importance of the meetings. As it was a temporary role for 3 weeks swift intervention was essential to the role. I had excellent feedback and built a rapport with other members of staff at all levels.

Skills Used

High level organisational skills, advanced Outlook, ability to communicate confidently with extremely high level internal and external personnel. Ability to learn immediately internal travel and accommodation booking system.

# PA to HR Director

Ryder - Oldbury - May 2012 to end September 2015

(Left due to office relocation)

* Provided comprehensive support to HR Director of a large international company
* Full control of HRD inbox, actioning issues and raising awareness of urgent problems
* Prepared HRD for meetings, including seminars in the US
* Worked autonomously across UK sites and liaised with the US to ensure that tight deadlines were met
* Responsible for overseeing office services/implementation of IT, driving for a high level of professional standards and value for money
* Managed projects - Office relocation, Leadership Team projects, US compliance training, data retention policy
* Arranged travel and events, attended annual conference for hands-on assistance to ensure smooth delivery
* Arranged Leadership Team meetings and visits from US executive personnel when midlands based, including accommodation and itineraries
* Negotiated rates with external suppliers to ensure value for money for the Company
* Managed budgets, expenses and Corporate credit card
* Liaised with Health and Safety Department to ensure legislation was met

# PA to MD and HR Director

Change Management Programme - Leicester - March 2012 to May 2012

Assigned by Equal Approach in Burton to a large organisational Change Management Programme (10 week contract, supporting consultation period)

Short term assignment, based in Leicester but travelling around various UK sites. Organised and attended highly confidential meetings, took minutes for Initial Consultation Meetings with Trade Unions and Management Forums that were then used for Parliamentary meetings in relation to the Remploy Directive.

# PA to Operations Director

Jaguar Land Rover - January 2011 to March 2012

(Temporary contract providing long term sick cover)

* Assisted and organised the Operations Director.
* Screened telephone calls, enquiries and requests, and handled them in his absence
* Organised and maintained his diary, made appointments as necessary and set up video conference calls
* Liaised with multi-site senior management and PAs
* Ensured the Operations Director was well-prepared for meetings by generating all respective documentation.
* Dealt with incoming email, screened the Director's inbox and actioned appropriately
* Produced documents, briefing papers, reports and presentations
* Meeting and greeting both national and international visitors and VIPs
* Booked international travel, flights, accommodation.
* Drove the prestigious Jaguar XKRS convertible for the TATA Motors Corporate Video

# Various Temporary Assignments

Walsall College, Wragge & Co, Heart of Birmingham Primary Care Trust - Birmingham - April 2008 to December 2010

•Organised and attended Project Board meetings, took minutes, prepared and distributed associated papers and prepared PowerPoint presentations

•National and International travel arrangements, including long haul to Abu Dhabi

•Travelled abroad (Germany) for Conferences

•Managed the transfer of services from hospitals into Community Health Centre, communicating with service providers to ensure requirements/facilities were met and schedules ran smoothly

•Organised events, ensuring they were marketed and advertised effectively

•Liaised with agents, tenants and internal personnel ensuring that tenancy agreements were set up within tight time constraints. Organised payment of utility bills and associated issues for rental properties.

•Co-ordinated the tendering process for services

•Managed budgets

•Collated activity figures and compiled monthly reports

•Updated intranet and website•

SKILLS

Effective Communicator Project Co-ordination Vastly Experienced, Highly Organised, Proficient in

Word, Excel, Outlook, Confidential and Diplomatic Flexible and Personable in Approach

CERTIFICATIONS/QUALIFICATIONS

* CIPD Certificate in Personnel Practice - July 2005 CPP (Distinction) June 2005
* Building Winning Teams – 2018
* Managing Difficult People – 2017
* RSA IBT II (Integrated Business Technology)
* CLAIT (Computer Literacy and Information Technology)
* RSA I/II AND III Typing (current tested typing speed 75 wpm)
* RSA I and II (Advanced) Office Practice and Administration
* RSA I Shorthand (80 wpm)
* 9 x GCSEs, including Maths and English
* ECDL 2013
* Personal Profile Analysis Practitioner Level 1 - approved to administer the Thomas Personal Profile Analysis and its related instruments 2013
* Diversity in the Workplace Course in October 2007
* Qualified Usui Reiki Master
* Animal Communications Course – April 2016

Achievements:

Supported Operations Director with a multi-million pound new-build project of a new college, overseeing various tender processes within tight time management constraints to ensure that the project ran smoothly.

Successfully project managed the outsourcing of health services from major hospitals into a local health centre in relation to closure of two hospitals being condensed into one new "super hospital" - This included allocating and timetabling/scheduling rooms and equipment to ensure that the services ran efficiently. Co-ordinated two office moves