**Saba Teckle** (Full UK Driving Licence)

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**SUMMARY**

**Administrator**

* Point of contact role providing excellent customer care by liaising with key stakeholders
* Minute taking important conferences and maintaining up to date records
* Maintained a strict budget handling purchasing and distribution of stock and organise formal meetings

**Project Management**

* Chairperson for the Eritreans women’s group of Birmingham and surrounding area showing leadership and management skills
* Lead communications role for Eritreans women’s group and was in charge of generating funding for organisation demonstrating marketing skills and communication skills
* Project managed group projects at university, delegating roles and ensuring project requirements are met whilst time managing the team. Showing confidence to lead and be a team player simultaneously

**Technical**

* **Platforms**: Advanced knowledge with Microsoft Windows XP, Vista, Windows 7 & 10, Mac (iOS device’s)
* **Software:** Experienced with Microsoft Office Suite

**Communication and Organisation**

* During my roles handled external calls and negotiated on behalf of clients with solicitors and statuary agencies, demonstrating problem solving and communication skills
* Volunteering my time and expertise by being a key member in my community by handing serious home issues such as domestic violence by offering advice and support. Also representing and interpreting for members of the community, showing ability to work under own initiative and handle serious situations
* Great time management skills demonstrated my completing my degree alongside having a chairperson role in the Eritrean community and Wolverhampton Homes review panel member
* Community Participation Award by the Heath Field Park and Neighbourhood Partnership.

**EDUCATION**

**Sep 2010 to June 2013 University of Wolverhampton**

**Grade:** 2:2  **BA(Hons) Deaf Studies and Social Policy**

**Relevant Modules:**

**Social Policy** Approaches to Poverty and Social Exclusion, Paying for Welfare, Evaluating and Using Research in Applied Social Studies, Introduction to Social Policy Contemporary Social Policy,

**Deaf Studies** BSL Intermediate II, Deaf Blind Communication, Guidance, Policies and Practice, Language Development and Deafness, BSL Syntax and Translation, Intermediate I British Sign Language

**Independent Modules** Volunteering in the Community, Contemporary Britain

**EMPLOYMENT HISTORY**

**Jan 2017 to Present Business Support Administrator Staffordshire Council**

* Providing excellent customer care and professional reception services by meeting and welcoming families and service providers
* Organising formal meetings, including; venues, issuing invites, the production of accurate records and the distribution of reports within agreed time scales
* Minute taking in child protection conferences and processing data
* Manage electronic diary of activities and room bookings, deal with calls and enquiries about services
* Use, maintain and monitor extensive and varied IT facilities including specific responsibility for co-ordination and maintenance of data for the “Building Resilient Families” initiative
* Extracting and present data to assist in the management of performance
* Ensuring the smooth running of activities in the centre, by supporting activity providers and users.
* Producing documents to a high standard of accuracy and presentation using the software provided. This will include the production of letters, reports, tables, presentations and publications
* To maintain Service User, and other confidential records in accordance with Families First procedures, ensuring compliance with policies on case recording, data protection, file retention and destruction.
* Undertake activities relating to the publicity and marketing of services offered by the Children’s Centres.

**Jan 2016 to Dec 2016 PA/Administrative Assistant Royal Wolverhampton Hospital**

* Diary management by recording manager’s appointments, setting up meetings, daily events and observing throughout the day
* Preparing correspondence on behalf of the manager
* Organised travel and hotel details and prepared complex travel itineraries
* Tracking complaints procedures and liaising with clients

**Aug 2014 to Dec 2015 Administrative Assistant Stoneham Homegroup Birmingham**

* Ordered and distributed office supplies while adhering to fixed budget thus showing organisation skills
* Drafted bi-weekly time sheets for employees demonstrating ability to communicate
* Assisted with event planning, including associated travel and logistical arrangements.
* Screened all visitors and directed them to the correct employee or office.
* Coordinated board and committee meetings, including schedules and information preparation and distribution thus collaborating alongside other members of staff
* Managed incoming and outgoing calls while recording accurate messages and directed guests by routing deliveries and courier services.

**July 2012 to Aug 2014 Translator Refugee Council**

* Interpreting Tigrinya to English clients in sensitive situations with distressed families seeking asylum and legal representation
* Advice and guidance on asylum issues
* Corresponded with the relevant people to ensure clients’ needs are met showing organisation and communication skills

**Nov 2001 to Sep 2010 Project Worker Action for the Relief of Refugees from Overseas in Wolverhampton (ARROW)**

* As Arrow was a non-profit charity, I managed budget and financing for the organisation
* Provided extensive support and advice on Social Security, Homelessness, Immigration Status
* Translated and interpreted complex information for clients in critical situations
* Worked and provided services for people of different backgrounds and ethnicities
* Organised trips and activities for children in the community including those in tough situations
* Set up and ran mother tongue classes for children for speakers of Tigrinya and Albanian languages
* Whilst representing clients, negotiate clearly, sensibly and sensitively with statutory agencies
* Writing letters and other correspondence to communicate with solicitors and other organisations on behalf of Clients
* Board Member of ARROW

**PROJECT WORK**

**Oct 2010 to Oct 2014 Review Panel Member Wolverhampton Homes**

* Evaluate and review services in the surrounding environment and community
* Ensure the very best customer service and performance is delivered and adhering to regulations
* Offer my opinion and input to the board and challenge senior staff for community changes and progress to be made

**Sep 2015 to Sep 2016 Voluntary Mentoring Programme Wolverhampton Improving Futures**

* As part of the Wolverhampton improving futures programme mentored a child once a week, utilising my time and experience to help underprivileged children.
* Provided support by listening to children who were identified as having anti- social behaviour and engaged by participating in a range of creative, fun and varied activities

**Sep 2009 to Present Chairperson Eritrean Community (Volunteer)**

* Handled becoming an official non-profit charity with on-going funding with a committee team of 5 the process of the organisation
* In charge of managing and delegating roles to the committee members and across all members of the community
* In charge of the communications on behalf of the organisation and promotion of events
* Organise events and functions for the community including managing the budget and finances with the organisation’s treasurer.
* Organised weekly extra curriculum classes for the Eritrean community teaching Maths, English and mother tongue. Furthermore, worked with children in a supervising role for Eritrean community