

Matthew Church

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Education-sector administrator with particular strengths in analysing and developing operational processes, leading customer-focused solutions to immediate issues under pressure, and supervising employees on extended administrative projects. I am now looking to learn new hard skills in order to develop a tech-focused career change.

Relevant Experience

Global Operations Team Leader – Associated Board of the Royal Schools of Music (Nov '18 – present)

After gaining a second promotion, I hold a number of new responsibilities including:

- Line-managing two members of my team and overseeing all operational decisions relating to theory exams worldwide.
- Contributing to strategic decisions, disseminating this strategy to my team in order to form concrete team and personal objectives for all staff. I oversaw the move to outsource the packing and dispatch of all exam papers worldwide to ensure greater accuracy, freeing up staff time to contribute more effectively towards other departmental projects.
- Anticipating shortfalls and pressures in staff time and ensuring that internal targets are met regardless.
- Ensuring that all members of staff are confident using our new software, which I have tested extensively throughout its development. This included running training sessions for staff across my department, and acting as a first point of contact for issues requiring troubleshooting after the software went live.

Testing Team Member – Associated Board of the Royal Schools of Music (Jan '18 – present)

From January 2018 – present I have been seconded for 2-3 days a week to the cycle testing team set up in order to test our new booking portal and exam scheduler. This came with no reduction in expected responsibilities in my full-time job and included:

- Working closely with the development team in Poland, both in London and Warsaw, to clarify acceptance criteria, run test cases and ensure defects are recorded accurately and clearly.
- Personally testing around 100 user stories, ensuring that test scripts accurately reflect the expected behaviour of a complex scheduler, which is designed to timetable tens of thousands of exam entries at once.
- Manage data about user stories, test cases and defects, and co-ordinating the work of the testing team across a number of test environments.

Global Operations Co-ordinator – Associated Board of the Royal Schools of Music (Jan '18 – Nov '18)

My responsibilities as a co-ordinator included:

- Co-ordinating all pre-exam administration for 150 exam centres in the UK, as well as our largest markets in China, Malaysia and Hong Kong.
- Developing working processes to save time and money within my department, including an overhaul of our paper translations process, and improving our ability to monitor workflow through each exam session.
- Monitoring performance within my team, to ensure that all major deadlines with respect to our customers and representatives were met, and addressing any issues affecting these deadlines well in advance.
- Acting as the first point of contact for department queries, customer escalations, and in response to large-scale operational issues, notably at the beginning of this year, when an unprecedented number of UK exams were cancelled due to snow.

Global Operations Administrator – Associated Board of the Royal Schools of Music (Nov '16 – Jan '18)

A demanding and varied role, I was responsible for:

- Timetabling exams for 38 exam centres nationwide within a four-day deadline, ensuring economical use of examiners' time.
- Generating and editing large CSV files from Access reports, ensuring that the data was correctly formatted for our external printers. This was crucial to ensure that the printing of thousands of exam certificates at a time was accurate.
- Producing a complex expense accounts spreadsheet, using queries run from Hyperion, creating fit to purpose formulae.
- Leading the administrators' monthly Operational Review, compiling criticisms and suggesting operational improvements.

Digital Content Executive – Home Retail Group (Sep '15 – Feb '16)

I used CMS to build web pages, schedule promotional activities, and copy-write content for Homebase. Key achievements include:

- Creating over 30 kitchen range pages, as well putting two major landing pages live for the re-launch of the fitted kitchens department. This launch was brought forward by one week with little notice, and still completed without glitches.
- Working with major external stakeholders to build three brand shops hosted on the Homebase website. This required an ability to mediate between the stakeholders and our own departments to ensure the shops were mutually beneficial.
- Proof-reading and editing copy and metadata for every DIY buying guide and how-to inspirational page.

Education

At university, I applied successfully to present my postgrad work at the RMA's student conference. I consistently balanced study with paid work, volunteering as a PASS leader, and running the Barbershop Chorus, who performed at the Olympic Park in 2012.

University of Manchester (September 2012 – September 2014)

Part-time MusM Musicology (Distinction)

University of Manchester (September 2009 – June 2012)

MusB(Hons) Music (First Class)

Stantonbury Campus, Milton Keynes (September 2003 – July 2009)

*10 GCSEs (5 A*s, 3 As, B, C), 3 A Levels (AAB)*