



Louisa Reid

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PERSONAL PROFILE

Adaptable, forward thinking administrator with a driven attitude. Experienced in dealing with challenging, high pressured situations.

KEY SKILLS

Confident email and letter writer - Effective communication skills - Competent in excel and word-
Polite and discrete manner - A great problem solver.

WORK EXPERIENCE

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| May 2018 to March 2020 | Your Life Management Services - Administrator at Daisy Hill Court, Eaton, Norwich. First point of call for home owners, visitors and contractors, dealing with their concerns in a confident and discreet manner, eg monthly billing, meals, guest suite bookings. Handling incoming calls and email enquires. Agenda and minute taking. Inputting to StaffPlan Roster, scheduling and updating care workers' weekly rosters, finalising home owners additional monthly billing and ensuring hours correct for staff payroll. Inputting home owners' daily meal choices to Menu Mate. Inputting to Qube and following up building issues. Organising home owner private functions. |
| April 2018 to July 2018 | EACH Boutique Charity Shop, Norwich - Shop Volunteer
Greeting customers, assisting with day to day running of the shop. |
| 2000 to 2017 | Dereham Osteopathic Clinic, Norfolk
Receptionist, financial record keeping, course coordinator. Appointment booking, day to day phone enquiries, accounts, filing, advertising, newsletters, organising training course venues. Neals Yard Skincare consultant & massage therapist. |
| 1984 to 1997 | Howes Lime Company Ltd Company Secretary. Agricultural company, dealing with daily problems arising in quarry and landfill sites. General running of the office, dealing with customers over the phone, ledger keeping and debt recovery |

OTHER VOLUNTARY WORK

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| 2002 | National Childbirth Trust - Dereham area coffee morning organiser.
Scheduling and organising weekly coffee mornings and fund raising events, welcoming new members. |
| 1992 to 1996 | WRVS - Norfolk & Norwich Hospital Shop
Hospital shop assistant, one evening a week. Assisting patients and visitors with purchases, taking money and cashing up. |



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EDUCATION & TRAINING

2018 to 2020	YourLife Management Services - Company training - GDPR, HASAWA, PUWER, COSHH, RIDDOR, MHOR, MHOR, LOLER, Fire Safety, Dementia Awareness, Person-Centred Approach, Dignity and Respect. Software training on, StaffPlan Roster, Qube and Menu Mate.
2018	Norfolk County Council Adult Learning City & Guilds - Functional Skills - IT Level 2
2017 to 2018	City & Guilds - Functional Skills Maths Level 1 & 2 City & Guilds - Functional Skills IT Level 1
2003	Alison Rostron Massage School, Norwich ITEC Diploma in Holistic Massage Level 3 ITEC Diploma in Anatomy & Physiology Level 3
1994 to 1995	Norwich City College Day release employer - Howes Lime Company Ltd RSA Text & Word Processing Part 1 & 2 Updating & Retraining for the Modern Office Business Administration - NVQ Level 2 Unit 13 - Information Processing
1987	Norwich City College ATS Refresher/Up-date in Office Skills & Administration Financial Record Keeping
1984 to 1985	Secretarial College, Norwich, Norfolk Day release - Howes Lime Company Ltd Pitmans Typing, Elementary & Intermediate
1983 to 1984	London Institute of Beauty Therapy & Cosmetology Confederation of International Beauty Culture & Cosmetology Diploma London Institute of Beauty Culture Diploma
1981 to 1983	Norwich City College Social Studies Diploma AO Level History of English Costume - grade A
1976 to 1981	All Hallows Convent School, Ditchingham, Suffolk 7 O'Levels Grades A-C

HOBBIES & INTERESTS

I attend regular dance classes, jive & fox trot. I am a keen member of a local walking group, I also enjoy period costumes, antique & curiosity shops.

Driving License	Full, clean
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