



# Salome Lamprecht

Freelance Contractor

## Personal Info

07791787816

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## Skills

Analytical  
Reporting  
Compassion & Empathy  
Leadership  
Negotiation  
Operating Systems  
Presentation  
Problem-solving  
Results-focused  
Adaptability  
Creativity  
Teamwork  
Time Management  
Detail-orientated

## Education

Current  
**Google Data Analytics Professional**  
Google, Coursera

2005-2006  
**MA Human Rights**  
University of Sussex

2001-2005  
**BA Law**  
University of Sussex

## Summary

Experienced and passionate manager with over eleven years of diverse expertise in systems, operations, quality & compliance, finance, and payroll.

Adept at building strong relationships and leading dynamic teams, with a proven record of implementing systems within tight timelines.

Highly organised, adaptable to change, and skilled in tailored support, proactive problem-solving, and project management.

Committed to transparency, reliability, and continuous professional growth.

Embraces challenges with enthusiasm, delivering effective solutions promptly.

## Work Experience

### Implementation Manager, Birdie Care Services Ltd

April 2023 – August 2023

- Manage and oversee whole implementation process with mid-market and enterprise accounts.
- Navigate large enterprise organisations and internal stakeholders through complex projects.
- Systems expert providing 1-1 training and support on product education.
- Voice of the customer to the wider company.
- Focus on conversion to live for all customers within the agreed timeframe and minimise the risk of pre-live churn.
- Configure agencies' platform and perform integrations where needed.
- Work as a senior member within the onboarding team and take initiatives on new processes.

### Technical & Compliance Manager, Seaford Properties

December 2014 – August 2023

- Administration and management of Estate Agency CRM
- Implementation and maintenance of the IT infrastructure for the business.

### Operations Systems Manager, Trinity Homecare Group Ltd

October 2021 – March 2023

- Scoping, build and project management of each implementation for each brand within the group including new acquisitions.
- Lead and advise Senior Management on implementation requirements and timeframes.
- Successfully implemented People Planner, Care Planning and Care Compliance across Berkeley Home Health Group and Trinity Group, 7 branches, within a 6-month period.
- Successfully onboarding new staff and providing ongoing support and training to staff with varied levels of IT proficiency.
- Successfully providing train the trainer training to office staff to enable them to train their carers directly in the use of the Care Planning App.

## **Quality & Compliance / Systems Manager, Berkeley Home Health Group Ltd**

August 2015 – October 2021

- Successful scoping and planning of implementations for new acquisitions and brands.
- Implemented Advanced StaffPlan rostering software across the Group.
- Utilised elicitation techniques such as brainstorming, workshops, interviews and observations when project planning.
- Proficient in project management and systems implementation.
- Administration of Sugar CRM and building diverse dashboards.
- Expertly trained staff in rostering systems & CRM usage.
- Developed financial analysis reports.
- Engaged with stakeholders, including councils and clinical groups.
- Attained good rating from Care Quality Commission, showcasing service excellence across the group.
- Established robust quality management and compliance systems.
- Advised senior management on GDPR practices.

## **Quality & Compliance Manager, Learning People Global Ltd**

May 2019 – August 2019

- Lead and advised Senior Management and employees in all areas of compliance.
- Developed complaint management reporting on Zoho CRM.
- Managed organisational compliance including financial, systems, data and GDPR.
- Lead regulatory best practice compliance (including but not limited to Financial Conduct Authority), as well as the implementation of quality improvement measures, organisational learning, and management of policy and procedure reviews.
- Investigated irregularities and non-compliance issues.
- Created a robust system for quality management and compliance.

## **Various Roles, MiHomecare**

2003 - 2014

- Quality & Performance Manager (09/2013 – 09/2014)
- Secondment to Regional Director (12/2012 – 09/2013)
- Payroll (2011-2013)
- Coldharbour Rostering Software Team (2012)
- Coordinator (2008-2011)
- Support Worker (2003-2008)

## **Legal Assistant, Breytenbachs Solicitors**

2007 - 2008