

Curriculum Vitae

Gregory Akerman

Address: Flat 69 Robins Court
Chinbrook Road
London
SE12 9QN

Mobile: 07879630088
Email: tulpoid@gmail.com

Employment History:

January 2013 – Present

Case Manager – The Parole Board of England & Wales

- Proactively case manage a caseload of over 150, ensuring appropriate processes are followed and legal timescales maintained
- Ensuring a comprehensive audit trail is maintained on each of my cases
- Facilitate the member's ability to have productive hearings. Chase and acquire relevant reports, escalating to the appropriate managers where necessary
- Have a firm working knowledge of the parole process
- Create and maintain good working relationships with a variety of stakeholders
- Foster strong working relationships within my specific team and the larger organisation. Training staff, assisting in all and any necessary way
- Prioritise and reappraise constantly to ensure urgent queries are dealt with and targets are met

September 2012 – December 2013

Case Worker – Financial Ombudsman

- Navigating complex financial files in order to achieve conflict resolution
- Discussing case work and findings with lay people and financial professionals
- Making fair and considered decisions

August 2008- August 2012

EO/CRB Enhanced Cleared – Office of the Public Guardian

Senior Caseworker for the remissions team, finance department

- Being accountable for 8 remissions team staff; checking, verifying and counter signing their calculations on a daily basis
- Managing time and prioritising multiple tasks whilst exceeding the department target of 60 processed cases per day, accurately processing 100 cases per day on average
- Having responsibility for delivering a two-day induction and training 20 new starters in the Nottingham branch after only a couple of months in post
- Trialling the Nottingham IT system to ensure its fitness for purpose on a separate visit; included identifying and reporting issues to IT department where necessary

- Responsible for compiling statistics on monthly activity, and reporting on both monthly and quarterly forecasts
- Managing particularly complex complaints and changing IT programs as directed by the finance branch manager and executive finance manager
- Liaising appropriately, professionally and tactfully with solicitors, with those granted power of attorney and with clients of a mentally fragile state
- Dealing with highly sensitive and confidential material in order to ascertain client's financial situations, assessing what help, if necessary, is needed
- Investigating archive claims; examining and reviewing all case data and correspondence in order to resolve casework
- Maintaining good internal relationships; being an effective, reliable team member
- Evaluating procedure and implementing change where necessary in order to best service the client base

June 2008- July 2008

Administrative Assistant – Valuations Office Agency

One month temporary role, preparing the companies files for transition to new database

June 2006- September 2006

Administrative Officer – GSL

Project role collating the department's protocols and procedures into a single document in order to achieve BSI ISO 9001

March 2005-May 2005

Administrative Officer – VOSA

March 2004- March 2005

Research and Marketing Manager – Agency Nikita

Responsible for creating a 'sister' company and successfully taking it through the set-up phase

Education:

2005- 2008 London Metropolitan University Philosophy BA 2:2 (Hons)

2001- 2002 Worcester College of Technology *A Levels* English Literature A, English Language A, Media Studies B

1998- 2000 Worcester College of Technology *A Levels* Law E, Government & Politics D

1993- 1998 Blessed Edward Oldcome RC High School GCSE's, 7 A-C GCSEs including English Literature & Language, Maths and Science

References:

References available upon request