**Donna Marie Pitt**

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**Key Skills Attributes**

* Confident in communicating with a wide range of stakeholder (both internal and external).
* Ability to articulate well, both verbally and in writing, to a varied audience.
* Highly organised; prioritising work-loads to meet challenging deadlines.
* Excellent IT skills – advanced knowledge of MS Office.
* Works well as part of a team but also able to work autonomously without supervision.
* Creative fair – enjoys taking on a new challenge and coming up with new and innovative ideas.
* Data analysis and report writing skills
* Reliable, hard-working with a great work ethic
* Ability to multi task and work cross-function.
* Easily adaptable and willing to be flexible to meet demands of my role.
* Checking, assisting in maintaining and if required improving staff moral to ensure high levels of performance and quality of work within the department are upheld.

My Recent key achievements include:

* Introduction of new processes within the Live-in Services to ensure compliance in conjunction with company policies & CQC requirements.
* Driving the successful implementation of a new CRM system across the Customer Service departments at Nuffield Health Hospitals.
* Producing a database to record the dissemination of group policies to staff and to evidence compliance across the hospital.

**Recent Relevant Experience**

**July 2017 to Present day – Team Manager – Live-In Care Service, Kemble at Home, Hereford**

* Overall management of the Live-In Team.
* Ensure outstanding Care is provided to all Services users.
* Monitor and arrange all relevant training requirements for all Live-in Carers.
* Manage the recruitment of Live-in Carers.
* Monitor compliance of the Team on a monthly basis, ensuring all relevant documentation is received with in the set time scales and complete audits too ensure documentation has been completed to company set standards.
* Arrange and attend all new Service user meetings, produce Care plans for submission within 24 hours of initial assessment, complete all risk assessments and arrange any additional support required for service users.
* Complete ½ yearly reviews with all service users and Carers.
* Ensure that the Care Manager is working efficiently and reaching set objectives on a quarterly basis.
* Report to registered manager weekly to give update on New Service Providers, recruitment and overall compliance of department**.**

**July 2015 to July 2017 – Sales & Services Team Leader, Nuffield Health, Hereford**

* To manage the Service & Services Team on a day to day basis
* Ensure excellent customer service is provided at all times.
* To support the Sales & Services Manager in driving sales in Insured, Self-pay & NHS work streams whilst ensuring the team delivers a seamless patient journey.
* To provide administrative support for all marketing activities with our stakeholders, consumers & GP's.
* To manage the weekly rotas and annual leave within the department**.**

**June 2013 to July 2015 - Customer Services Advisor/Enquiry Handler, Nuffield Health,**

* + Ensuring all enquiries (across all channels) are dealt with effectively and efficiently, in line with agreed turn-around-times.
  + Preparing and sending quotes for surgical and outpatient procedures.
  + Communicating Consultants' information and availability to patients and GPs.
  + Overseeing the patient journey; ensuring continuity of the service, which is paramount to the Nuffield health experience.
  + Engaging with key stakeholders, to include Consultants, patients, GPs, local press etc
  + Organising and co-ordinating all open events held at the Nuffield, for the general public.
  + Building good relations with GP surgeries by assisting in arranging learning programmes hosted by Nuffield Consultants.
  + Providing monthly statistical data and information to Senior Management.
  + Analysing and reporting on data to inform marketing campaigns; in particular, highlighting Consultants / specialisms driving an increase in business and the level of revenue generated from local advertisements and editorials.
  + Working on a daily basis on the 'salesforce' CRM system.
  + Involved with the Salesforce working group to agree processes and alterations to the Salesforce system.
  + Became a Nuffield Health super user for the salesforce CRM System.
  + Assisting in the management and maintenance of the Learning Module System for the hospital.
  + Competent to work shifts on Reception, Outpatients and Switchboard if and when required.
  + Managing and authorising rotas, annual leave and time sheets.
  + Engaging with staff within the Customer Services Departments and throughout the hospital.

**Voluntary Activities**

* Volunteer for local Cubs & Beavers scout group – Club Treasurer

**Previous work experience**

**November 2010 to June 2013 – Senior Management Team Administrator, Nuffield Health**

**November 2009 to November 2010 – Maternity Leave**

**September 2008 to November 2009 – Credit Controller, Nuffield Health**

**2007 – 2008 – Administration Assistant – Pontrilas Timber & Builders Merchant**

**2005 – 2007 – Senior Sales Consultant – Midlands Co-op Travel**

**2002 – 2005 – Sales Consultant – Thomas Cook Hereford**

**Qualifications**

**Hereford College or Technology**

* AVCE in Travel & Tourism
* BTEC in Retail Travel
* Galileo Training

**Thomas Cook**

* Modern Apprenticeship for Travel Consultant

**Education**

**Kingstone High School, Herefordshire**

* English Verbal – A
* English Language – B
* English Literature – B
* Maths, French, German, Science, Geography, Home Technology – C grades