

# MARION KOLAWOLE

SENIOR ADMINISTRATION MANAGER • LANCASHIRE, BB2 • 07466499247

## DETAILS

Lancashire, BB2  
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## SKILLS

Clinical Governance & Compliance  
Leadership & Team Management:  
Risk Management  
Audit & Quality Improvement  
Patient-Centered Care  
Communication & Stakeholder Engagement  
Data Management & Reporting  
IT Skills  
Microsoft Office

LANGUAGES  
Italian  
English

## PROFILE

An enthusiastic and results-driven Senior Administrative Manager, I bring a wealth of experience in both clinical and administrative settings, with a passion for delivering high-quality outcomes on time and to a high standard. Known for my strong leadership skills, I thrive in fast-paced environments, consistently driving teams toward operational excellence and ensuring deadlines are met with precision.

I have a proven ability to lead and motivate teams, fostering collaboration and a positive work culture that prioritizes efficiency and continuous improvement. Approachable and tech-savvy, I leverage modern tools to streamline processes and enhance productivity, always with a keen eye for detail. In my previous role, I spearheaded an initiative to reduce administrative processing times by 30%, significantly boosting team performance. I am committed to ensuring that all efforts are closely aligned with organisational goals, ensuring that each project and initiative supports the broader strategic vision. With a sharp focus on optimising processes and ensuring regulatory compliance, I am dedicated to getting the job done right, on time, and with exceptional attention to detail. My proactive approach to problem-solving and commitment to service excellence make me a valuable asset to any organisation seeking to enhance its administrative functions and team performance.

## EMPLOYMENT HISTORY

### Patient Experience Coordinator/Medical Secretary at Doctor Care Anywhere, April 2023 — Present

- \* Promoted a patient-centered culture, ensuring compliance with safeguarding protocols for adults, young persons, and children at risk.
- \* Led administrative operations, including booking medical appointments, patient registration, and completing identity verifications.
- \* Supported GPs, private insurers, and patients with daily queries, improving service delivery and patient satisfaction.
- \* Led on training new staff on administrative procedures, patient care protocols, and system usage to ensure consistent service quality.
- \* Provided support to senior staff members, assisting in complex cases and ensuring smooth departmental operations.
- \* Ensured service adherence to SLAs and KPIs, focusing on timely response and quality of care.

### Key Achievements:

- \* Streamlined appointment booking, reducing scheduling errors by 20% and increasing service efficiency.
- \* Consistently achieved 95% patient satisfaction by prioritizing patient care and service responsiveness.
- \* Led an initiative to improve patient registration processes, decreasing average registration time by 15%.

### Assistant Psychological Wellbeing Practitioner at Vita Health Group, March 2021 — January 2023

- \* Managed caseloads, overseeing patient treatments, and ensuring they progressed in line with clinical quality standards.
- \* Conducted clinical audits, maintaining accurate and compliant records while ensuring a high standard of care.
- \* Audited, updated clinical records, and input self-reported measures (e.g., GAD-7, PHQ-9, SPIN) into patient files. Discharged clients who were in recovery, ensuring all necessary documentation was completed.

- \* Collaborated with network therapists to address patient needs and improve care outcomes.
- \* Supported senior staff members in complex cases, ensuring seamless delivery of high-quality care.

#### **Key Achievements:**

- \* Improved patient recovery rates by 15% through tailored treatment plans and proactive case management.
- \* Achieved 98% compliance in clinical record audits, ensuring all documentation met regulatory standards.
- \* Developed a streamlined referral process, reducing patient wait times for therapy by 25%.

#### **Wellbeing Coordinator at Pathways, Bolton**

November 2019 — March 2021

- \* Provided emotional and mental health support to young people, ensuring their safety and wellbeing through close collaboration with law enforcement and healthcare professionals.
- \* Coordinated legal support for unaccompanied asylum-seeking children, helping them navigate the immigration system.
- \* Worked with the Greater Manchester Police and Emergency Duty Team to safeguard young people at risk of Child Criminal Exploitation (CCE) and Child Sexual Exploitation (CSE).
  - Worked in collaboration with the Safeguarding team

#### **Key Achievements:**

- Reduced missing person cases by 25% through proactive intervention and support strategies.
- Successfully supported over 50 young people in securing legal status, streamlining their path to safety and security.
- Recognized for outstanding contribution to safeguarding initiatives, improving outcomes for vulnerable youth.

### EDUCATION

#### **Master Of Science: Psychology of Mental Health And Wellbeing, University of Wolverhampton, Wolverhampton**

November 2022 — January 2024

#### **BSc (Hons)Psychology, Psychotherapy And Counselling, University of Bolton, Bolton**

September 2016 — July 2019

#### **BTEC Level 3 : Health And Social Care, West Thames College, London**

September 2014 — July 2016

### REFERENCES

**References available upon request**