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## MELISSA CONNOR

<b>Personal Information</b>	<p><b>Marital status:</b> Married</p> <p><b>Nationality:</b> British</p> <p><b>Date of Birth:</b> 27 July 1978</p>
<b>Employment History</b>	<p><i>October 2018 – Present Day</i>  <b><u>Attendance Manager – Montgomery Academy</u></b>  My role at Montgomery Academy is that of the Attendance Manager. Montgomery is a very large Secondary school with just under 1500 students on role for a diverse range of backgrounds. I run the attendance department and am responsible for all the marks for all students on role. It's a fast paced and extremely busy role which entails me having to make sure all students marks are correct and any absent students are contacted for safeguarding purposes and any concerns highlighted. I am I contact with parents on a daily basis in relation to student absence and other concerns that come in through Attendance and need to be passed on. I run reports on a daily basis of those students who are absent and those late for school together with other ad hoc reports. I monitor the students attendance to lessons throughout the day and radio out any students that are not present in lessons so they can be located again for safeguarding purposes. I have to communicate with the whole school to ensure registers are completed and students are marked correctly. The role can entail dealing with difficult parents and therefore having to problem solve. I have to correspond with various authorities in relation to marks of 'looked after' students etc. Every day is extremely busy and fast paced. As my role is within the Pastoral Team there is often lots of confidential information surrounding students and family. All morning marks have to be in by 9.30/10am to allow the Fire Register to be printed in case of a school fire, absence list to be printed so we can make contact home and the late list printed for late to school detentions at break time so it involves working to tight deadlines.</p> <p><i>October 2017 – October 2018</i>  <b><u>Community and Events Officer – Millfield Science and Performing Arts College</u></b>  Within my role at Millfield Science and Performing Arts College I have the responsibility of being the contact between Millfield and the outside community which is mostly the local primary and secondary schools. I arrange several events where local primary schools come into Millfield for the day to do different events in various subjects. This involves supervising the Students as well as arranging all aspects of the event and communicating with the schools to make arrangements. The biggest event I organised and ran was a musical festival that several primary schools took part in and it was held at the Winter Gardens Opera House in Blackpool. I co-ordinated and organised it and was there to oversee it on the night and throughout the day for all the rehearsals. I often accompany our own students on visits out of school to places such as nursing homes, sports events and primary schools to teach younger children aspects of what they have been learning. Another role I hold within the school is Work Experience Co-ordinator. This involves me dealing with the year 10 students to help them organise their two week work placements out of school for work experience. There is a large amount of administration and organisation needed to make this happen successfully together with a lot of working with the students in Assemblies and in small classrooms. I also organise a Mock Interview Day each year for the Year 10's where I invite colleges and the hospital into school to provide our students with the experience of being interviewed. The students are out of lessons for an hour and spend around 10-20 minutes being interviewed and the other time with myself preparing for the interview. The largest event I organise is a yearly Music Event at the Winter Gardens which is produced and performed to the parents</p>

of those students taking part. This can include around 15-18 schools and I have to liaise with the schools to put it all together and then be there all day for the rehearsals in the afternoon through to the performance in the evening to make sure all the students are in the right place at the right time. I also assist during exam time with doing invigilating during GCSEs and Mock Exams.

*January 2010 – October 2017*

**Office Manager / PA/ Administration Support freelance**

I am currently working freelance around 25 hours per week and have one main client who utilises all my hours. I provide Administration and Accounts support in his business. I work out of their office 3 days a week. I make travel arrangements and organise the diary of the Managing Director Sales Director. I organise the paperwork for any projects that are undertaken by the business and ensure all spreadsheets and other systems are updated accordingly and the information passed to the sales consultants. I chase all his debtors to get payments in and I send out his invoices and reconcile the bank etc. I also arrange to order all the stationery he requires for his office and any other admin work required such as typing out letters etc. Basically everything needed to keep an administration office running and any jobs that would need undertaking within administration and accounts. This role and my previous one were very much about making my work life and career fit around having a small child.

*March 2008 – January 2010*

**Telephonist – Blackpool Fylde and Wyre NHS Trust**

**Part Time – Three Evenings per week**

Answering internal and external calls. Dealing with visitors such as Doctors to the reception area of Telecommunications. Monitoring of Alarm systems such as personal attack alarms or gas alarms. Answering the emergency phones and sending out the relevant medical teams ie Cardiac Arrest

*August 2001 – March 2008*

**Personal Assistant to the Board of Directors – BOE Publishing Ltd**

**Full Time**

This role was assisting a board of 5/6 directors with all aspects of their clerical work including such things as appointment making/diary organisation and booking their accommodation and rail travel or hire car etc. Taking their telephone calls when they were busy or in meetings. Taking dictation by hand of letters to be sent out or via copywriting/audio typing. Putting together Contracts for clients. Creating, then distributing Agenda's for Board Meetings and then subsequently taking minutes of Board Meetings and typing them up and sending out emails to personnel regarding action points. I would also arrange meetings to ensure the meeting room was available and that catering was provided and accommodation booked for anyone needing it. Covering reception duties during lunch and tea breaks and some holidays. This was a pressurised job and involved me having to deal with the Directors all feeling their work was priority so gave me great experience at prioritising. I also got involved in helping the Accounts department with invoices sent out for the work undertaken by the Directors and placing these on Sage as well as doing Bank Reconciliations and expense claims. And any other aspect of work they needed. I was also placed in charge of the company Management System which was ISO9001 accredited. This involved doing internal audits on Procedures and Processes and arranging and minuting Management Review Meetings etc.

**Previous Employment**

Other roles I have held before 2001 include

Sales Administrator - Inenco Group

Sales Administrator - T Print

Sales Secretary - Norbreck Castle Hotel

Office Junior/Conveyancing Secretary - Blackhurst Solicitors.

I have even worked part time in the evenings after work many years ago behind a bar.

	<p>All of these roles involved large areas of administration and included reception duties and switchboard duties. My employment history since leaving college in 1996 as been administration/reception based and has utilised all my qualifications and knowledge gained. I also worked part time at the weekend and some evenings since the age of 14 dealing with general public on a day to day basis.</p>
<p><b>Summary of qualifications and education</b></p>	<p>2018</p> <p>Blackpool and the Fylde College</p> <p>Part Time – 12 week course commencing 11 April 2018</p> <p><b>Level 2 Award in Support Work in School</b></p> <p><i>units included;</i></p> <ul style="list-style-type: none"> <li>• Confidentiality and Reflective Practice</li> <li>• Child Development (Part 1 and 2)</li> <li>• Communication and Relationships</li> <li>• Equality and Diversity</li> <li>• Safeguarding (Part 1 and 2)</li> <li>• Schools as Organisations (part 1 and 2)</li> </ul> <p>2012 -2013</p> <p>On the job Apprenticeship</p> <p><b>Level 2 NVQ Team Leading</b></p> <p><b>Level 2 Technical Certificate (Team Leading Principles)</b></p> <p><b>Level 2 Functional Skills English (to update my GCSE)</b></p> <p><b>Level 2 Function Skills Maths (to update my GCSE)</b></p> <p>1998 - 2000</p> <p>Blackpool and the Fylde College</p> <p>Part Time – Two Evenings per week</p> <p><b>BTEC HNC in Business and Marketing</b></p> <p><i>units included;</i></p> <ul style="list-style-type: none"> <li>• Operating Environment</li> <li>• Managing Finance and Information</li> <li>• Managing People and Activities</li> <li>• Planning and Decision Making</li> <li>• Understanding Markets</li> <li>• Retaining Customers</li> <li>• Market Relations</li> <li>• Organisation Structures and Processes</li> <li>• Marketing</li> <li>• Organising and Controlling the Sales Activity</li> </ul> <p>1994 - 1996</p> <p>Blackpool and the Fylde College</p> <p>Full Time</p> <p><b>NVQ Level 3 in Business Administration</b></p> <p><i>units included;</i></p> <ul style="list-style-type: none"> <li>• Communication systems</li> <li>• Researching and retrieving information</li> <li>• Reception</li> <li>• Arranging Travel</li> <li>• Preparing and producing documents</li> </ul>

	<ul style="list-style-type: none"> <li>• Processing correspondence</li> <li>• Organising work schedules</li> <li>• Servicing Meetings</li> <li>• Office resource administration</li> <li>• Health and Safety at work</li> </ul> <p><i>Other qualifications gained during this course were as follows:</i></p> <p><b>RSA Audio Transcription, Stage 1 – Pass</b>  <b>RSA Word Processing II Part 2 – Distinction</b>  <b>RSA Text Processing II Part 1 – Distinction</b>  <b>Pitman Word Processing Intermediate – First Class Pass</b>  <b>Pitman Word Processing Advanced – First Class Pass</b></p> <p>1989 - 1994  Baines High School, Poulton le Fylde  Full Time</p> <p><b>10 GCSE's including C in Mathematics and C in English Language</b></p>
<b>Additional Training/Qualifications</b>	<p><b>Level 1 Child Protection and Safeguarding Training</b>  Millifield Science and Performing Arts College  Completed 26 October 2017  I've undertaken refresh training yearly since this initial Qualification</p> <p><b>Emergency First Aid at Work</b>  St John Ambulance  Completed 21 November 2017 and valid until 20 November 2020</p> <p><b>Level 3 Award in Paediatric First Aid</b>  Highfield Qualification  Completed 12 December 2017 and valid until 11 December 2020</p> <p><b>Defibrillator Training</b>  North West Ambulance Service  Completed April 2018</p> <p><b>MIDAS (Minibus Driver Awareness Scheme)</b>  Myerscough College  Completed 24 November 2017 and valid until 1 October 2021</p> <p><b>Exam Invigilator Training</b>  Millifield Science and Performing Arts College  Completed October 2017</p>
<b>Interests</b>	<p>Reading, Enjoying time with my family and friends, walks with the dog and watching my daughter play in her football team.</p>