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Profile

17 years of experience delivering world class service to both internal and external customers. I am keen to develop my skills acquired as well as willing to undertake further training and development. My aim is to move into a new industry to allow me to expand my knowledge, skill set and to challenge myself doing something new where I can build a future career. I am currently studying towards my AAT Level 2 Bookkeeping qualification. I have passed the first section of the qualification in Bookkeeping Transaction, with studying currently focused on Bookkeeping Controls.

Key Skills

- Aware of the importance of control of data and information with a highly risk focused approach
- Effective at working collaboratively with both internal and external stakeholders to ensure excellent outcomes
- Punctual, highly organised and an excellent communicator ensuring all stakeholders are clear in plans and expectations
- Proven ability to work accurately under time pressure to deliver solutions for customers
- Focused on working proactively to deliver within existing frameworks whilst also identifying efficiency saving opportunities for the wider business
- Resilient through change with a proven track record of delivering business improvement whilst also supporting colleagues through this transition
- Competent in the use of IT / software packages including the Microsoft Office Suite (Word, Excel, and PowerPoint)
- Strong networking ability and confident interacting with team members and customers both face to face and through the use of virtual solutions/phone

Experience

May 2021 – Present

Project Support Officer – Continuous Improvement, LSCft NHS

- Key support for a breadth of Improvement Programmes through full lifecycles, working in accordance with industry standards and best practice, while acting as a key contact for the Listening into Action Clinical and Medical Leads within the Trust.
- Proactively arranged to present a range of data to Executive board to provide a high-level overview of the progress of the Improvement Programme.
 - Compiled a report every two weeks in support of this, circulated to the Executive board ahead of time, to stimulate meaningful conversation and questions to support the highest quality feedback for the programme.
- Planned and organised large face to face event with key stake holders to promote the agenda to a wide audience
 - Supported the running of the session including stepping outside of the designated role where required, to support in facilitating the Q&A session and take comments

- Assisting in planning and monitoring of numerous initiatives, workstreams and improvement programmes, which have network implications.
- Took on the responsibility as the point of contact for the clinical and non-clinical participants during the workstreams, as part of the two weekly larger group meeting and as part of a smaller group afterwards
- Delivering presentations to people outside of the organisations and answering questions to address their concerns and ensure they are supported throughout the programme

December 2021 – Present

Store Assistant (Part time, alongside NHS role) – Asda

- Deliver world class customer service in a retail setting taking full ownership of customer queries, objection handling any concerns and ensuring customers are fully aware of products and services that best meet their needs
- Replenishing stock within a set area whilst keeping a clear view of the bigger picture, ensuring colleagues are proactively supported should there be risk that they fall behind schedule whilst also being confident in asking for support myself
- Supporting customers locate the products they need whilst making conversation to deliver friendly service, helping to ensure repeat custom
- Acutely aware of the impact of damaged or missing goods and proactively work to reduce losses of this type by ensuring shelves are correctly stocked and complying with product rotation requirements

February 2019 – May 2021

PA to Head of Operations for Community Services – VirginCare

- Attending meetings, ensuring that agendas/papers are circulated in advance, taking minutes and distributing to relevant stakeholders in a prompt manner
 - Worked within the District Nursing team with the Harm Free Care Panel. Before agendas/papers were circulated to members, I ensured all relevant information was included to ensure the maximum effectiveness of the meeting
- Dealt with enquires for diary management and personal time with people from inside and outside the organisation
 - Screening calls appropriately, noting messages accurately and monitoring e-mail inboxes to action or highlight urgent correspondence
- Acting as a first point of contact within the department and holding responsibility for the smooth running of the office function as well as all related administration
- Undertaking diary and meeting management including for internal and external meetings
- Networking and communicating with other PAs internally and externally to ensure efficient scheduling and maximum support for senior managers

February 2009 – February 2009

Administration Manager – Sodexo

- Led the smooth day-to-day operation of multiple retail catering outlets and managed large staff teams to deliver record sales against budget consistently (increased GP% from 15% to an average of 35%-40% monthly)
 - Drove the achievement of KPIs related to sales, wastage, labour, expenses and shrinkage
 - Reviewed store performance with respect to margins, costings and expenditure with full accountability for P&Ls.

- Acted as the main point of contact for escalated queries when a colleague was unable to resolve a customer service issue and a higher degree of authority was required to manage customer expectations.
- Undertook regular staff performance appraisals / reviews and set individual targets in line with store objectives
 - Managed staff holiday, sickness and absence in line with company procedures and protocols
 - Conducted return to work interviews with staff, ensuring appropriate actions were taken to reduce absence.
- Maintained adherence with Health & Safety, Food Hygiene, COSHH and HACCP guidelines for business compliance.

Previous Employment/Education History

- September 2008 – January 2009 – Bar Staff / Usher – Preston Guild Hall
- March 2008 – September 2008 – Customer Service Assistant – Virgin Trains
- January 2005 – February 2008 – Travel Advisor – Co-Op Travel
- September 2004 – December 2004 – Data Entry Operative – CCA Stationery
- September 2003 – June 2004 - Preston College
- 1998 – 2003 – Our Lady's High School