

Caroline Heaton

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Driving license: Yes

PERSONAL PROFILE

Highly organised and efficient Personal Assistant and Administrative Manager with over 15 years of experience in supporting executives and managing office operations. Proven ability to handle a diverse range of administrative tasks, manage complex schedules, and coordinate events with a keen attention to detail. Strong communication and interpersonal skills, with a talent for building relationships and ensuring smooth office functionality. Adept at using various office software and technologies to streamline processes and improve productivity.

I am seeking an opportunity to contribute to a dynamic and forward-thinking organisation where my skills and experience as a Personal Assistant and Administrative Manager can drive efficiency and support strategic goals. My goal is to join a reputable and ambitious company that values innovation, collaboration and excellence, where I can grow professionally while making a meaningful impact.

WORK EXPERIENCE

Management Administrator/ Personal Assistant

John Lewis - Herbert Parkinson - Darwen- January 2022 to Present

Working for the Head of Branch and Higher Management having strong organisational and communication skills, proficiency in office software and tools, and the ability to multitask effectively, discreet, and capable of handling a wide range of responsibilities in a fast-paced environment. Successfully manage reception operations, ensuring smooth guest experiences, handle guest inquiries, coordinated arrivals, and provide administrative support. Organise schedules, direct event flow, and address any issues promptly. Others task include but not limited to;

1. Administrative Support: - Manage the calendars, schedule appointments, and coordinate meetings. - Handle phone calls, emails, and correspondence on behalf of the Head of Branch. - Prepare and edit documents, reports, and presentations.
2. Travel Arrangements - Arrange and coordinate travel plans, including booking flights, accommodations, and transportation. Prepare travel itineraries and ensure all necessary arrangements are in place.
3. Information Management - Maintain organised records and files, both physical and digital, ensuring easy access to important documents. - Conduct research and gather information for various projects and reports.
4. Communication: Act as a liaison between the Head of Branch and other team members, clients, and external stakeholders. - Prepare and distribute internal communications and announcements.
5. Meeting Support: - Prepare meeting agendas, take minutes, and follow up on action items. - Coordinate logistics for meetings and events, including room reservations and catering.
6. Confidentiality: - Handle sensitive information and maintain a high level of confidentiality.
7. Task Prioritisation: - Assist in prioritising tasks and deadlines, ensuring that the Executive's time is used effectively.
8. Expense Management - Track expenses, process reimbursement requests, and maintain budget records.
9. Project Assistance: - Support special projects and initiatives as assigned by the Head of Branch.
10. Office Management: - Oversee the smooth functioning of the office, including ordering supplies and equipment maintenance.

11. Time Management: - Managing branch wide sickness and absence and time - Help the executive manage their time efficiently by setting reminders and assisting with time-sensitive tasks.
12. Raising purchase orders and managing budgets, ensuring cost efficiency while meeting project goals and maintaining financial accountability.
13. Ad Hoc Responsibilities: - Handle other tasks and responsibilities as needed to support the Branch's operations and the executive's requirements such as Ebay fabric store, stock, listings, data and stock reports etc.

Office Manager

Paintnuts - Motonuts- Darwen - January 2021 - January 2022

Working within the customer service department, I was responsible for overseeing the smooth running of the office and 6 members of staff, ensuring a fair workload distribution and monitoring SLA's inbox communications. Answering customers' questions, resolving problems/complaints, and maintaining customer satisfaction by providing problem-solving resources. Maximising customer operational performance by providing help desk resources and technical advice and investigation into paint mismatches issues.

HR Manager

Cura Living Ltd - December 2019 to January 2021

Overseeing 28 members of staff, over 5 Children Homes, Dealing with mainly CSE and gang affiliation, within young people.

Key Responsibilities:

Recruitment and Staffing:

- Develop and implement effective recruitment strategies to attract top talent.
- Manage the full cycle of recruitment including job postings, candidate sourcing, interviewing, and onboarding.
- Collaborate with department heads to understand staffing needs and requirements.

Employee Relations

- Foster a positive work environment through effective communication and conflict resolution.
- Address employee concerns and grievances promptly and professionally.
- Implement employee engagement initiatives to boost morale and retention.

Performance Management

- Develop and oversee performance management processes, including goal setting, performance reviews, and employee development plans.
- Provide guidance and support to managers on performance-related issues.
- Ensure fair and consistent application of performance appraisal and feedback

Training and Development

- Identify training needs and create development programs to enhance employee skills and performance.
- Coordinate training

Business Development Manager's Executive Assistant/Barrister Intermediary Assistant -

True Bearing Chartered Financial Planners – January 2017 –December 2019

Still within the same firm, I took interest in a different side of the business (Business Development and Legal Services). Managing the day-to-day operations of the office. Organising and maintaining files and records. Planning and scheduling meetings and appointments. These responsibilities involve overseeing the work of clerical and other administrative employees, as well as making sure that everything is in place for the office to function smoothly. Mainly organising Pre-Retirement workshops for delegates in both private and public sectors along with arranging speakers, venues and catering to a high standard. Duties also include checking legal documents, booking attestation appointments and telemarketing exercises.

Financial Adviser Assistant - True Bearing Chartered Financial Planners – March 2015 – January 2017

From Unique planning I wanted to broaden my knowledge of the open market so I became a Financial Adviser Assistant in a planning firm by providing support to the senior financial planners within an organisation on such tasks as research, drafting, and the completion of habitual tasks. Abilities typically include evaluating potential customers in terms of their financial needs, current holdings, and investment capital, and establishing and maintaining a relationship with management.

Paraplanner – Unique Planning (St James' Place) – January 2011 – March 2015

As a pension and investment report writer. Responsible for the report writing supporting financial advisors in presenting clients with researched detailed reports of their investment options and transfer details with additional tax calculations and age allowance calculations. Duties: Daily contact with several financial advisors, obtaining confidential information from investment providers for clients who are transferring elsewhere, gathering written proof within the 38 paged report to present to business assurance proofing why the investment is better for the client. Faxing, scanning, uploading, outgoing/incoming calls, printing, posting, franking, invoicing.

Office Administrator/Library Manager – Wensley Fold Children's Centre - June 2007 – December 2011

As part of a team and supporting the office manager. Responsible for the day-to-day tasks and administrative duties of the office including covering the reception area. Duties: Meeting and greeting clients and visitors to the Children's Centre. Typing documents and distributing memos. Supervising the work of office juniors and assigning work for them. Handling incoming / outgoing calls, correspondence and filing. Faxing, printing, photocopying, filing and scanning. Organising business travel, itineraries, and accommodation for managers. Monitoring inventory, office stock and ordering supplies as necessary. Updating & maintaining the holiday, absence and training records of staff. Responsible for purchase orders. Raising of purchase orders and invoice tracking. Creating and modifying documents using Microsoft Office. Setting up and coordinating meetings and conferences. Involvement in social media implementation. Updating, processing and filing of all documents. During my four years' experience, I have developed strong skills in supporting young children, and am genuinely passionate about providing the best child care and play experiences. I have an excellent record of working successfully with families in different settings. I take pride in being able to handle difficult situations sympathetically but with professionalism.

KEY SKILLS AND COMPETENCIES

- Extensive child care experience
- In-depth and up-to-date knowledge of relevant principles, practices and techniques
- Ability to prioritise effectively
- Strong childcare and play skills
- Excellent communication skills
- Proven experience of working successfully in difficult and varied circumstances
- Leadership abilities
- Decision Maker
- Effective listener
- Strong networking skills
- Influencing, leading, and delegating abilities

Strong organisational, administrative and analytical skills. Excellent spelling, proofreading and computer skills. Ability to maintain confidentiality. Excellent working knowledge of all Microsoft Office packages. Ability to produce consistently accurate work even whilst under pressure. Ability to multi-task and manage conflicting demands. Ability to type at least 35+ wpm.

QUALIFICATIONS

Darwen Vale High School 1998 – 2003 GCSEs:

Maths (C) English (B) Science (C)

Blackburn College 2005 - 2007 NVQs:

Distinction: Legal Text Processing

Distinction: CLAIT and CLAIT Plus

Pass: Audio Transcription

Distinction: Diploma in I.T Users

Pass: Medical word Processing

NVQ level 3 Business Administration

First Aid

Defib Trained

Customer Service Awards

REFERENCES – Available on request.