

Jessica Wilcock  
6 Patterdale Avenue Thornton-Cleveleys Lancs FY5 2SD  
Mobile: 07447222948  
Email: jess.k.w@hotmail.com

### **Professional Profile**

I am a dedicated and hardworking individual who can be relied upon to carry out anything that is asked of me. I work well and professionally on my own and as part of a team. I can communicate clearly and work in a sophisticated and professional way. I am a good listener who always gives the best of my ability, and can guarantee that I will perform in the best way possible. I have attained many qualifications from school, college and previous workplaces which require skills that I implement when in the working environment.

### **Education and Qualifications**

School - **Millfield Science and Performing Arts College** 2008-2011

GCSE'S - 11

3 A's

4 B's

4 C's

**Baines Sixth Form** 2011-2013

Taking English Language, History, Religious Studies (Philosophy and Judaism).

AS results - C D D E (general studies)

**Blackpool and the Fylde College** 2013-2015

Level 3 National Diploma in Child Care Learning and Development

BTEC – (DDD) – Triple Distinction's/ A's

First Aid qualified

Qualified in Level 1 Sign Language

## Employment

### **Lloyd Blackpool MINI & BMW 2012-2015**

My position as a receptionist / administrator includes;

- Answering the phones
- Operating a switchboard
- Filing
- Looking after the showroom
- Promoting excellent customer service
- Customer queries / disputes
- Dealing with complaints
- Cash Handling
- Operating an in-house system
- Microsoft office
- Producing letters
- Producing invoices
- Booking appointments
- Completed a typing test for speed and accuracy before was successful in the role

I work well with all other members of staff and can communicate effectively with customers on a professional and friendly basis. I have an excellent telephone manner and am always professional and friendly. My qualification in Sign Language has also proven to be very helpful in my work as there has been an occasion when I was able to communicate effectively and clearly with a customer who had a hearing impairment.

I am very polite at all times when communicating with colleagues and customers. I am punctual and reliable in the workplace and can hold down a position for a long amount of time. From my job role and workplace, I have gained many communication and listening skills which I can take with me and implement in other practices.

## **Engie 2016-2018**

My position as an Audio Typist includes;

- Transcription services for the Department for Work and Pensions
- Transcriptions of Interviews Under Caution in compliance with Police and Criminal Evidence Act 1984
- Transcription of criminal proceedings
- Producing a high level of work/minutes per day
- Use of transcription systems
- Use of computer and technical services such as Word and Excel
- Working in a team
- Working closely with Management
- Meeting targets and deadlines
- Working under pressure
- High level of professionalism & confidentiality
- Following of Data Protection Act 1998
- Effectively communicating with professionals

I work well on my own and as part of a team in my role at work. I can produce work of a high quality and meet targets and time demands. I am punctual and reliable and will always work to the best of my ability to ensure I meet my target and above. I can communicate effectively with colleagues and Team Managers in order to complete tasks efficiently meeting time demands. In my role as an Audio Typist I showcase excellent IT skills and an eye for detail. Working in line with legislations such as The Data Protection Act and the Police and Criminal Evidence Act has enabled me to gain more experience and add to my professional persona.

## **Cobain Solicitors 2018-2019**

My position as a Legal Secretary/Clerk in the Criminal Department includes;

- Transcribing and proof reading legal documents

- File, organise, scan, copy and fax legal documents
- Scheduling Court Hearings and Legal Visits within HMP Prisons
- Liaising with Police and Crown Prosecution Service
- Filing documents with the Court ahead of deadlines
- Meeting legal deadlines
- Managing a manual and virtual diary
- Working to Fee Earners in Magistrates Department and Crown Court Department
- Dealing with invoices and billing
- Working as a Team
- Effective communication with Clients
- Confidentiality
- Working in a strict and high pressurized environment
- Adhering to legal rules, policies & procedures
- Secretarial/PA Duties
- Using Computer Systems/word processing
- Use of online legal systems/websites

I can work professionally in a high pressure, fast paced environment meeting tight deadlines. I am an excellent timekeeper and ensure that I do everything to the highest standard possible. My role as a Legal Secretary/Clerk is a very demanding role that requires a high level of attention and detail. I have gained confidence along with a large quantity of skills from this job role that I feel I can further implement into a different work environment in order that I can progress further.

#### **Spire Healthcare 2020-date**

- Full PA/Secretarial support to Directors
- Additional support to Senior Management Team

- Diary Management
- Management of on-call rota across the hospital
- Use of Excel & spreadsheet collating data
- Running business reports with weekly reporting
- Liaising and supporting Consultants
- Complaints management and handling
- Clinical Governance management
- Consultant compliance management
- Use of data systems
- Liaising with professionals
- Assisting with legal matters
- Minute taking at meetings
- Scheduling of appointments & meetings
- Supporting staff & management with confidential matters
- Adhering to legal rules, policies & procedures
- Meeting timeframes & deadlines
- Using Computer Systems/word processing
- Assisting & cross-skilling with HR
- Booking travel & accommodation for all staff
- Gatekeeper for and responsible for the distribution of central communications to all staff and Consultants
- Undertaking policy reviews to ensure compliance

I work to a very high standard of professionalism in this role and give full support to both Directors. I also deliver extra support to the Senior Management Team and have taken on extra roles and responsibilities to meet the needs of the business. My role as PA has enabled me to further enhance my secretarial skills and in addition I have gained extra skills by taking on Clinical Governance and having the responsibility of managing complaints. I can work to meet

set deadlines and can adapt to different environments and situations. I conduct reports and rotas and have gained further experience in management by working on projects within the hospital. I have also gained skills in a HR environment and am relied upon to support Senior Management with HR matters.

In addition I am involved in the management and running of staff and charity events for the hospital. Examples of this include 'Feet First Charity' and 'Breast Cancer Awareness'.

### **Voluntary Work**

#### **Sacred Heart Pre-School 2013-2015**

I have done voluntary work over a period of two years. This has involved me working in a pre-school alongside members of staff and parents. I also got the opportunity to work as a key worker over summer where I was able to be greatly involved in the children's development. I gained a wide variety of communication skills from this voluntary work which I can use in future and further practice.