



Melissa Sayers

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in Melissa Sayers

PROFILE

My journey has evolved from providing individual support to coordinating an entire support team. My team's efficiency in managing complex schedules and confidential information has become a cornerstone of my current firm's operations.

Proficiency in office administration and communication has been paramount in orchestrating successful events and serving as a liaison across departments. I am heavily involved in strategy and business development with a great understanding of the business world throughout both exposure and experience.

SKILLS

- ✓ Team Leadership
- ✓ Communication
- ✓ Collaboration
- ✓ Problem-Solving
- ✓ Organization
- ✓ Microsoft Office
- ✓ Full Clean Driving License

INTERESTS

- ✓ Weightlifting
- ✓ Hiking
- ✓ Baking
- ✓ Reading

PROFESSIONAL EXPERIENCE

Clear Law Solicitors LLP

- Personal Assistant to Head of Department
- Support Team Coordinator

June 2019 to Present

In this dual role, I both support the Head of Clinical Negligence on a one to one level but I also oversee all the support staff in the entire firm.

I am responsible for organising meetings, diaries and preparing reports/minutes and ensuring all are followed up appropriately. I provide a high quality secretarial and organisational support system to the Head of department to free him up to focus on file handling. I assist with CPD bookings, professional applications for the team, handle marketing and events for our department and assist the HR department where needed. I also assist when the firm are audited to ensure we are compliant.

I am also responsible for 15 support staff across the firm. This side of my role involves ensuring all staff are meeting KPI's, flagging where this is not the case and assisting with monitoring. I am the main point of contact for fee earners within the firm to come to when they have issues or concerns about support staff. I ensure all support staff are trained to a sufficient standard and plug any training gaps where needed. I conduct monthly 121 sessions and support staff meetings to ensure communication within the firm is kept to a high standard.

There is a large strategic element to my dual role with me assisting in ARAG audit tasks, Legal 500 and Law Society applications, Lexcel auditing and identifying issues within the firm that can be worked on and changes implemented.

Gooley Ltd

- Finance & Office Manager

May 2018 - May 2019

I was responsible for the reconciliation of all transactions, issuing invoices to customers, chasing customers for payments and updating the CRM accordingly and inputting invoices and bills to Sage

I was also responsible for the ordering of all equipment and stock, ensuring the kitchen and staff room were appropriately stocked, opening and closing the building at start and end of day and maintaining the cleanliness of the office.

Under Age Sales

- Executive Assistant to the MD and Compliance Support

October 2013 - December 2017

In this role, I answered all incoming calls to the office, dealing with queries or transferring to colleagues if necessary. I organised the Trading Standards officers' days using joint calendars/computer systems and create full working days by arranging appointments via the telephone or by postal appointments.

My duties also included meeting and greeting visitors in a warm and professional manner, organising the managing director's working week, answer any emails on the managing director's behalf and screen his calls. I assisted in web design, ensured all health and safety policies were in place and up to date and kept all financial records up to date including filing VAT returns, reconciliation reports and chasing up payments from customers.

As our team was small, I was responsible for creating starter/leaver packs and conducting basic HR for the company. This included shortlisting candidates for interviews, setting up interviews and answering any queries. I also assisted in creating training manuals for our company and ensured all staff kept up to date with the CPD required of them.