

# Erin McCauley

## Recruitment Consultant

### Contact

Flat 2  
152 Station Road  
Haydock, WA11 0JN  
**Tel:07714947556**  
**Mccaulleye16@gmail.com**

### Objective

I am an experienced recruiter located in the North West. I cover a large area, specialising in education recruitment and have built strong venue and client relationships, as well as working on business development strategies. I have been trained on FCA Compliancy as well as REC Compliance in recruitment. As well as recruitment I have a number of years working within contact centres and have been trained on a number of customer service strategies as well as keeping to KPIs and targets.

**I am a highly organised person, who enjoys engaging with the customer.**

### Education

West of Scotland College  
**NQ Media Studies**

Paisley Grammer School  
**English 2**  
**Biology 3**  
**Business Management 3**  
**Mathematics 3**  
**Modern Studies 3**  
**Religious Studies A**  
**Hospitality A**

### Experience

*09 September 2021 - Present*

Recruitment Consultant • Connex Education

**I am responsible for recruiting education staff to work within schools both mainstream and SEN schools across the Northwest.**

**I have a responsibility for budget management, ensuring onboarding details are completed on time and properly using the online system. Liaise with customers to ensure they are happy with the service being provided and deal with any issues that may arise through the process, through strong relationship links.**

**Assist candidates with completing time sheets, ensuring they are operating within REC Regulations, on phone screening and face to face meetings.**

*18 June 2018 – 06 September 2021*

Customer Service Advisor • QVC

**I was responsible for evaluating customer need and dealing with the issues the customer reported with orders and previous advisor error.**

**I met the stringent KPI targets set by the company and maintained interpersonal relationships.**

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**As part of extra responsibilities, I requested, I was given the opportunity to manage the internal staff newsletter and monthly reward scheme.**

**2 May 2014 – 26 August 2017**

Events and Social Media Assistant • In Good Company Events Ltd  
I assisted the events managers on the organising of a number of events and weddings for the company's client base, including Drive In Movies, the Commonwealth Games, MTV and Glasgow City Council.

**This was a part time role, whilst at college, which advanced to a full-time position before I moved to Liverpool.**

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## **Key skills**

Customer Service

**Business Development**

**Communication**

Bespoke Online Recruitment System

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## **References**

Available on Request