

## CV - Kerry Woodall

Rossendale

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A driven and hard-working individual, looking for a new and exciting challenge. Extensive experience in EA/administration. Capable decision maker and experienced in multitasking under pressure, a great team player able to delegate and good time management skills. Open to developing current and learning new skills to meet the needs of any business.

### **Most recent Employment:**

PA to Managing Director - Eco Providers Ltd, Dutton, Preston

March 2024 – present

- Full email inbox and diary management, arranging meetings, keeping inbox up to date and relevant, sending emails on behalf of MD.
- Attend all meetings both internal and external covering all elements of the business including teams/zoom calls and interviews with MD, taking actions/notes and following up actions with team members
- Attend business coach appointments with the MD, taking actions and following up specific strategic tasks.
- Supporting MD with strategic decisions, writing and creating the business plan, strategic targets etc.
- Creation of linked in posts, monitoring linked in inbox and post responses.
- Driving projects on behalf of the MD, collating updates, making decisions to keep projects moving forward and on-time.
- Assisting MD with personal projects, dealing with solicitors, completing documents to assist with the sale of properties.
- Recruitment of HR advisor. Performing HR functions during transition period - creating employment contracts, offer letters, resignation letters, monitoring holidays and probation reviews.
- Assist with award applications, organise attendance at award events
- Arrange travel and accommodation for MD
- Assisting with the application of personal licences for MD.
- Purchasing adhoc office and cleaning suppliers
- Liaising with ACAS and legal representatives on Employment law and court issues
- Holiday authorisation management on behalf of MD
- Researching new suppliers for HR and health and safety functions

Business Co-ordinator – Emm-Bee Motorhomes, Bury.

September 2023 – March 2024

Reason for leaving – being offered role at Eco Providers Ltd

- HR - update and distribute Employee contracts, updating the 160-page Employee handbook and be the main point of call for all HR related issues. Recruitment – write advertisements for Indeed/LinkedIn, shortlisting candidates and arranging interviews. Onboarding new staff.

Log holidays/sickness and develop tracking for all absences. Annual driving licence checks with DVLA. Ordering and distribution of staff uniform and safety equipment.

- Staff training – booking relevant training, keeping a training tracker to ensure training does not lapse. Booking accommodation and travel for those attending.
- Order confirmations – inputting factory sales order confirmations onto a dealer system, updating delivery dates, managing changes/additional equipment, keeping the sales team up to date on delivery dates. Being the main point of call with factories for vehicles being ready and arranging with external transport companies for the collection and delivery of these vehicles. Communicating with sales team re arrivals, chasing delivery perusal forms and inputting onto the dealer online systems. Liaising with finance to ensure payments are made for vehicles ready and export documents are sent.
- Vehicles – ensuring vehicles are taxed and MOT'ed, sorting vehicles where needed. Tracking, checking and registering trade plates.
- Ordering and purchasing of equipment - such as stationary, staff welfare items and general equipment.
- Exhibitions – creating sales packs, updating stock information sheets, booking accommodation and restaurants, liaising with suppliers for dinners. Collating all items needed for the exhibitions.
- Health and Safety – engaging with external H&S competent professional. From February, I will be looking at risk assessments and implementing the relevant policies, training and recommendations from risk assessments.
- Travel – booking all travel including flights, accommodation, car hire, taxis for dealer meetings. Liaising with suppliers for itineraries and distributing to those attending.
- Diary management for Director – arranging meetings on directors' behalf.
- Customer feedback – contacting customers who have collected their vehicle and collecting feedback on their experience, sending links to review sites, social media and logging all data, sending the information to the Directors monthly.
- Assisting the Directors with any ad hoc enquires, research etc to ensure the smooth running of the business.

Co-owner Kathleens Florist and Greengrocers, Burnley.

August 2020 to June 2023.

Reason for leaving - a better work life balance.

- Covering all aspects of co-owning two busy small businesses.
- Creating floral displays for all occasions, keeping updated with trends especially weddings and remaining forward thinking.
- Dealing with customer's face to face, over the phone, email and on social media, whilst being sensitive to their personal circumstances, showing empathy especially to those bereaved.
- Multi-tasking on a daily basis within a fast-paced environment, whilst managing a team and dealing with customers and pressured situations.
- Delegation to staff with daily duties and orders to complete.
- Time management both personally and as a team, ensuring orders are completed and delivered on-time.
- Ordering fresh produce, ensuring stock rotation to limit wastage.

- Dealing with HR issues, rotas and wages relating to 11 staff members.
- Dealing with suppliers, ensuring payments made on time.
- Creating social media posts, engagement and communication via messenger
- Ensuring budgets are adhered to.
- Organising team building and training events.
- Working incredibly long hours to meet customer orders during busy periods. • Raising, sending invoices and statements via Quick-book systems

Director's Assistant – Arthouse Ltd, Rossendale.

August 2008 – May 2020

Reason for leaving – made redundant.

- Diary management - for CEO, directors and internal meeting rooms, dealing with other PA/Executive Assistants.
- Travel – arranging all general travel for the company this includes flights, executive cars/taxi's, car parking, car hire, trains, Eurostar, hotels, exhibition tickets, visa assistance for the whole company through-out the world.
- Meetings – arranging meetings both internally and externally, agenda creation and action distribution as well as booking external meeting rooms.
- Exhibition management – yearly overseas exhibition in Germany – arrange approx 30 flights, car parking, accommodation, restaurant bookings for staff and customers. Arranging and co-ordinating additional floats and associated paperwork for finance. Purchasing and sending all items needed for the hospitality. Attending the exhibition for 5 days, whilst there, managing all hospitality on the stand, providing refreshments/food, co-ordinating deliveries, co-ordinating the VIP reception with caterers, entertainment etc. Arranging all tickets for staff and approx 50 customers. Also creating individual travel packs for all employees attending.
- Board – co-ordinating with the Chairman and Investors, collating and formatting the Board report, collating and formatting the meeting power point presentation, distribution of Board papers, co-ordination of meeting dates and hospitality for the meeting using utmost confidentiality through-out.
- Customer visits / supplier visits – organising refreshments/lunches, cupcakes, travel bookings including trains, cars, hotels, restaurants, goody bags.
- Event management - Christmas Party for 60+ people – researching and organisation of the venue, entertainment, meal choices, hotels, transport, table place settings, decorations, props and the evening itself. Co-ordinate/write funny awards, co-ordinate staff Christmas vouchers, trophies for sales achievement winners / 10 year service awards. Arranged the Arthouse 10 year anniversary in which 130+ people attended, co-ordinated the guest list, invitations, menu choices, table plan, entertainment, all correspondence with the venue, hotels, transport for this event.
- IP / Copyrights – introduced new procedures to ensure the management of the process following design purchases, producing PO's, produce copyright documents, co-ordinating between artists and the design department, updating the relevant spreadsheets. Also production of confidentiality agreements.
- Office Management – purchasing stationary, design studio equipment, large format paper, staff welfare items, entertaining items, cleaning items, receipt/invoice management,

producing PO's. As well as visiting cash and carry and supermarkets. Budget management for purchases.

- Employee engagement – creation and distribution of quarterly employee newsletter, coordinating weekly whole company briefings, purchasing and distributing employee birthday cards/special occasions, gifts.
- Head of the charity committee – co-ordinating and promotion of the company fundraising events including Friends and Family nights, general fundraising, money and spreadsheet management, purchasing of supplies for tuck shop, working closely with the local nominated charity, attending various charity events on behalf of the company.
- Company credit card – download of statements/transactions, collation of receipts and accurate coding of purchases made
- Expenses – for CEO, directors and personal expenses.
- Purchase order creation – creation and management of purchase orders for key suppliers, freelance artists.
- Personal errands and assistance for CEO – booking personal holidays, travel, purchasing of gifts and other adhoc requirements.
- Award Applications – compiling information and paperwork for award applications, successful applications include Rossendale Business Awards and Insider Business Awards.
- Dealing with customer complaints – dealing with customers who would like to speak to the CEO, reassuring the customer, providing information of next steps and following the complaint through the process on behalf of the CEO to ensure the customer receives the highest level of support and their issues are resolved as soon as possible.

Human Resource Manager/Training and Development Co-ordinator - Rosy Apple Childcare Ltd, Preston.

July 2006 to June 2008

Reason for leaving – temporary role at Arthouse, much closer to home which became permanent.

- Responsible for all aspects of HR and training development for the company and their 50 members of staff.
- Creation and reviewing of new HR policies.
- Oversee all recruitment including placing advertisements, both internally and externally • Collate Payroll information for sending to external accountants.
- Led the company through Investors in People accreditation
- Creation and overseeing the company Training and Development Plan, auditing and booking and arranging training all staff training.
- On-boarding via induction plans and exit management of staff
- Award applications – collating the paperwork for the BIBA application which was won in 2007.

Florist - Daisy Chain Florist, Burnley.

October 2005 – July 2006

Reason for leaving – role at Rosy Apple Childcare.

- Dealing with customers both face to face and over the phone. Taking orders, money handling and card payments.

- Producing floral displays for all occasions including funerals tributes and wedding bouquets
- Purchase of supplies, both fresh stock and sundries
- Dealing with customer complaints

### **Education:**

University: University of Wales Institute Cardiff Business School September 2003 - June 2005.

Ba Hons Business Studies with Human Resource Management Level 2 Division 2

Modules included:

- HRM: Human Resource Management, Employee Development, Equality and Diversity and Personnel Management
- Law: Current issues in employment law, Employment Law, European Business Law and Equality Law at work
- Finance: Management accounts and Investment management 1 & 2
- Other: Marketing communications, Strategic Management 1 & 2 and Research methods

Dissertation completed April 2005 titled – Gender equality within the Retail Sector a Case Study Approach, Tesco Plc.

School: Bacup and Rawtenstall Grammar School, Waterfoot, Rossendale.

From Sept 1995 – June 2002

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| A level -  | B – Geography, C – Business Studies, D – English Language, D – General Studies   |
| As Level - | B – Sociology, D – Economics   |
| GSCE -     | A – Food Technology, B – Maths, English Language, Art, Geography, Science Duel Award, C – English Literature and D – Spanish |

### **Interests:**

I enjoy spending time with my 5-year-old son, enjoy entertaining and socialising with family and friends, alongside this I enjoy walking and watching sports especially football of which I am an avid Burnley supporter.