

MRS LISA JOANNE KENNIFORD

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PROFILE

With over 35 years, experience as a Senior Level Executive PA, in retail, public, private sector and financial services. Prominent level of administrative experience coupled with management and business correspondence. Complex, intricate and ever-changing diary management. UK and European travel booked for Board members and contractors. Confident and emotionally mature with an unfailing sense of humour. Focused, intuitive and supportive. Discretion and confidentiality always used. Methodical and logical thinker. Time management including prioritisation and HR experience.

SKILLS

Word (Advanced), Excel (basic), PowerPoint (intermediate), Outlook, Audio Typing, Internet, Sage, Snowdrop, Groupwise, Banner, Dropbox, Workflow, Visio, SAP, CRM, Sharepoint.

ASSIGNMENTS

1st July to 21st August 2024 (Permanent)

CHESNARA PLC – HR ASSISTANT

Key Responsibilities

- Onboarding/Induction
- Visa processing
- Employee engagement and retention
- Wellbeing
- Learning & development
- Employee relations
- Leave management, cyclical HR activities.

5th January 2015 to 30th June 2024 (Permanent)

CHESNARA PLC – Executive Assistant to Group CEO, UK CEO, Group and UK Finance Directors, Five Non-Executives, Chair & Company Secretary

Key Responsibilities

- Collate expenses for Group & UK CEO's, Group & UK Finance Directors, and myself, including cross checking receipts for the individual Company credit cards.
- Book complex overseas travel to Sweden and Netherlands for Directors and Non-Executives to attend Board meetings and various adhoc meetings throughout the year.
- Arrange external and internal meetings, including Teams calls.
- Prioritise urgent work and assist the team if necessary.
- Arrange investor roadshows (two per year)
- Deal and action telephone calls/messages.
- Arrange UK and overseas travel for Group CEO & Group FD/ UK CEO & UK FD /Seven Non-Executives / Chair & Company Secretary.
- Consult with our offices in Sweden and Netherlands including setting up meetings.
- Book and consult with hotels in London, Sweden, and Amsterdam
- Diary Management for Group CEO & Group Finance Director / UK CEO & UK Finance Director and respective team reports.
- Monitor nine email addresses and action replies accordingly.
- Provide support for the UK and Group Leadership Teams i.e. arrange meetings, calls, travel.

3rd November to 19th December 2014 (6 weeks - Temporary)

WIGAN COUNCIL – PA to Director of Children and Families

Key Responsibilities

- Worked for the Director of Children's and Families and Assistant Director of Education
- Arrange external and internal meetings.
- Deal and action with telephone calls from internal staff and schools.
- Prepare agendas for internal meetings.
- Arrange travel for both Directors.
- Diary management.

10th March 2014 – 17th October 2014 (7 months - Permanent)

KPMG – Executive Secretary (Manchester)

Key Responsibilities

- Worked for a Partner and two directors.
- Arranging conference calls, internal meetings
- Arrange client meetings.
- Consult with other PAs at various KPMG Offices
- Process timesheets and expenses for Partner and two directors.
- Deal and action with telephone calls from internal and external clients.
- Collate information from the team on a weekly basis on new “WINS”

19th November 2012 – 28th February 2014 (1 year 3 months - Permanent)

JOHNSON CLEANERS – PA to Managing Director

Key Responsibilities

- Provide secretarial support to the Managing Director.
- Provide secretarial support to Statutory Board Directors when required.
- Manage diary of Managing Director
- Maintain holiday tracker for Managing Director and all other Directors.
- Arrange meetings, conference calls, national and international travel, and accommodation for Managing Director.
- Consult with Groups PAs to organise and coordinate meetings as required.
- Prepare agendas and packs for Management Board Meetings
- Order lunches/refreshments for Board and Management meetings.
- Access business objects for various management reports and keep information updated.
- Respond to charity letters on company's behalf and provide vouchers for fundraising, as necessary.
- Control of Long Service Awards and Incentive Gifts for staff
- Consult with Finance department as necessary for invoice payments.
- Maintain filing system for Managing Director
- Maintain branch information database.
- Assist with the organisation of team building events and away days for the Directors and Management Team
- Work with and assist HR on various projects.
- Open and distribute incoming post.
- Deal with customer complaints.
- Assist with the annual staff conferences.
- Organise and host the pensioners Christmas lunch.

AFTER REDUNDANCY FROM DEBENHAMS, I ACCEPTED VARIOUS TEMPORARY ROLES August 2009 – November 2012

22nd October 2012 – 16th November 2012 (4-week temporary contract with Eden Brown Recruitment)

BLACKPOOL COUNCIL – Leadership Support Officer

25th June 2012 – 18th October 2012 (4-month temporary contract, with Blue Arrow Recruitment Agency)

UNIVERSITY OF CENTRAL LANCASHIRE – Admin Assistant (School of Computing, Engineering and Physical Science)

5th March 2012 – 12th June 2012 (3-month temporary contract, with Adecco Recruitment Agency)

INDEPENDENT INSPECTIONS LTD – PA to CEO, Chief Operating Officer, and Finance Director

14th November 2011 - 2nd March 2012 (4-month temporary contract, with Blue Arrow Recruitment Agency)

UNIVERSITY OF CENTRAL LANCASHIRE – PA to Acting Dean (School of Sports, Tourism, and the Outdoors)

October 2011 – November 2011 (1-month temporary contract with Adecco)

NHS CENTRAL LANCASHIRE – Admin Assistant

February 2011–August 2011 (6-month temporary contract, with Blue Arrow Recruitment Agency)

UNIVERSITY OF CENTRAL LANCASHIRE – PA to Deputy Vice Chancellor (Directorate, International)

November 2010 – February 2011 (3-month temporary contract with Reed Recruitment Agency, Preston)

BAKO NORTHWESTERN LTD – PA to Chief Executive

September 2010 – November 2010 (3-month temporary contract, with Adecco Recruitment Agency)

GOLD MEDAL TRAVEL GROUP - HR Department

October 2009 – September 2010 (10-month temporary worker maternity cover contract, with Adecco Recruitment Agency)

GOLD MEDAL TRAVEL GROUP – PA to Finance Director

August 2009 – October 2009 (4-month Temporary contract with Venn Group Recruitment)

BLACKPOOL VICTORIA HOSPITAL - Secretary to Medical Equipment Manager

February 2001 - May 2009 (8 years, 3 months - left due to redundancy)

DEBENHAMS RETAIL PLC – Assistant to Sales Director, North Region

- Arranging travel, confirming, and arranging meetings, organising, and keeping the changing diary updated.
- Daily, print off the sales figures from the previous day and present the top/bottom three stores information to the SD. Also, monthly I collated data for the board report which is presented to the non-exec. board.
- I dealt with telephone calls/emails from the Store Managers and their teams with various queries and was point of contact for not only Store Managers and their teams, but also outside retail and other agencies.
- Attend and arranged external/internal meetings, ranging from monthly store manager meetings, department meetings in London (Head Office), often involving the CEO and other Board Members of Debenhams.
- Responsible to arrange the most cost-effective meetings and conferences. Also considering travel, venue and accommodation issues in relation to the managers attending and consulted with local and national companies to gain the best packages financially. I was awarded Employee of the Year in 2004 for setting up good working relationships and rates at national hotel chains, which saved the company money.

July 1998 – January 2001 (2 years, 6 months - Left due to relocating to the North of England) (Permanent role)

LADBROKE RACING LTD, Harrow, Middx - Secretary/PA to Telephone Betting Controller and Hospitality Manager

August 1997 – July 1998 (11 months - Temporary contract)

BOWMER & KIRKLAND, Harrow, Middx - Secretary to Contracts Manager

September 1996 – August 1997 (11 months - Temporary Contract)

KYLE STEWART, Colindale - Secretary to Divisional Manager

February 1990 – July 1996 (6 years, 5 months - left due to redundancy)

MFI FURNITURE GROUP PLC, Secretary/PA to Corporate Finance Director and Group Managing Director

- Report to the Corporate Finance Director, based in Group Finance.
- Collating confidential information for our monthly board reports for our non-execs and the city.
- Diary management, arrange internal and external meetings.
- I was a member of the sports and social committee, assisted with arranging events for the employees, from bowling tournaments to theatre trips.
- Complete personal and private work for the MD; also collating weekly reports for the Board meetings.
- Collate and type financial spreadsheets and general trading information.
- Heavily involved with the floatation of the company, which included collating financial information into reports to send onto the Non-Exec and the City traders.

March 1989 – February 1990 (1 year, 1 month – Permanent role)

SAMAC INTERNATIONAL, Wembley – Receptionist

November 1987 – February 1989 (1 year, 3 months – Permanent role)

JOSEPH LE SHARK (MENSWEAR), Wembley – Receptionist

June 1986 – November 1987 (1 year, 5 months - Permanent role)

ELECTRONIC DATA SYSTEMS, Harrow- Office Junior

ACADEMIC BACKGROUND

SEPTEMBER 1980 – JUNE 1986

Preston Manor High School, Carlton Avenue East, Forty Lane, Wembley, Middx HA9 8NA

JUNE 1985

6 CSE's - Human Biology, Geography, Typing, English, Home Economics, Religious Education

JUNE 1986 (sixth form secretarial year)

4 CSE's - English, Commerce, Typing, Office Practice

1 CEE - English (Certificate of Extended Education)

PITMANS TYPING

Elementary pass April 1985 Intermediate pass April 1986

PERSONAL INFORMATION

I enjoy catching up and socialising with friends.

I'm also qualified in:

Reiki (I and II)	(Jan 2019)
Hopi Ear Candling Diploma – Level 3	(July 2020)
Grief & Bereavement Diploma – Level 3	(Sept 2020)
Counselling Skills Diploma – Level 3	(Feb 2021)
Indian Head Massage Diploma	(Apr 2021)
Reflexology Diploma	(May 2021)
Swedish full body massage (ABT) accredited diploma	(June 2024)

PERSONAL DETAILS

Date of Birth	6 th July 1969
Nationality	British
Driving Licence	Full clean driving licence