

Nicola Ludlam, 18 Beech Avenue, Darwen Lancashire 07305 930314 – katieborn99@outlook.com

Professional Profile

A competent individual, I consider myself to be supportive, approachable, and able to work in a collaborative and co-operative manner while being open to new ideas and demands. Equally, I am self-motivated and self-directed in my work and can prioritise my own workload. Furthermore, I can work both on my own and as part of a team. I take a proactive approach to my work to ensure achievement and maintenance of the highest standards, combining effective communication and efficient systems of works to achieve a goal of a job well done. I have lots of administration and clerical experience in a variety of different workplaces.

My time keeping record is exemplary, references are available upon demand.

Qualifications

- Mary Seacole – Leadership Course – June 2022
- Edward Jenner – Leadership Course – Sep 2022
- CSBM – Certificate in School Business Management December 2010
- Level 2 Team Leading September 2010
- NVQ Level 3 Customer Service January 2008
- Level 3 Certificate in Management January 2007
- NCFE Level 2 Drugs Awareness Studies July 2006
- ECDL August 2005
- AMSPAR Diploma August 2001
- RSA Text Processing 1& 2 June 2001
- RSA Word Processing 1 & 2 June 2001
- RSA CLAIT February 2001

Work Related Qualifications

First Aid at Work May 2010

Manual Handling February 2008

Skills for Meetings Course January 2008

First Aid Certificate June 2007

Deaf Awareness Course December 2005

Standards & Audit Training May 2004

Confidentiality Course February 2003

Basic First Aid 2000/2001

Conflict Resolution March 2008

Confidence & Assertiveness Course Feb 08

Customer Care Workshop December 07

Child Protection March 2006

Basic Life Support November 2005

Read-Code Training November 2003

Customer Care Workshop November 2002

Medical Certificates Course October 2001

Work History

Walton Centre – Corporate Governance Officer – June 2024- current date

This is a temporary 12-month fixed term role. My main duties are to fully administer 4 of the main Committees. This involves dealing with Members and Governors and Senior Staff to ensure all papers are submitted on time and that minutes and actions are completed and updated to a high standard. I also support the Executive Personal Assistants with diary management, cover of meetings, welcoming visitors to the Trust and being a valued team member.

Royal Preston Hospital – Executive Personal Assistant – Oct 2022– June 2024

In this role I am supporting the Chief Operating Officer and their deputy and ensure cover of the Executive PA office. I arrange and manage diaries and support the wider Chief Executive team and divisions. I administer various meetings ensuring actions are followed through and resolved. I authorise annual leave for the team and raise orders on the internal financial system. I have been involved in recruitment and appraisals for the team and I support and cover other Executives within the office during annual leave periods. I assist with the organisation of events and conferences.

The Walton Centre – Network Administrator – June 2017 – October 2022

During this role I supported the major trauma and critical care networks. I managed the diaries of my team and supported in the set up and administration of all meetings. I was responsible for maintaining both websites and booked travel and assisted in financial receipting. I ordered the stationery and IT equipment for the team and was involved in staff inductions. I was involved in the organisation of regional nursing events

and critical care events for the team. In the Director's absence I was responsible for the management of her emails ensuring urgent matters were dealt with effectively.

The Walton Centre - PA February 2017 – June 2017

I currently support 2 Directors within the Executive Office with all secretarial aspects including diary management, preparing reports, and ensuring actions are followed through. I also administer the Hospital Management Board meetings and the weekly Executive meetings. I book travel and order stationery for the team and ensure invoices and purchase orders are raised via the internal system.

South Sefton Clinical Commissioning Group – Senior Administrator August 2016 – February 2017

Supporting the Chief Strategy & Outcomes Officer with diary management and prioritisation of actions and emails. I also support the 4 South Sefton Localities and administer their monthly meetings. I work in a small team of PA's and ensure cover of the corporate office. I ensure travel expenses claims are submitted to HR and assist with reports to Board and other internal meetings. I also support the senior commissioning managers and assist with the organisation and planning of events.

NHS Lancashire Care Foundation Trust – PA June 2015 – August 2016

I worked here as personal assistant to the Associate Director for Psychology. My main duties were diary management and the monitoring of emails. I minute and administer various meetings for the director, most of which were off-site. I arranged a national conference and ensured the event was well promoted across the country and had followed a timeline plan to ensure all areas were accounted for. I was responsible for the SharePoint site for various pages within the Psychology team and ensured the information was regularly updated. I was also the administrator for the monthly Schwartz rounds for LCFT staff and had to book venues and refreshments and provide reports on the evaluation feedback given. I ensured the reporting of risks were added to the Datix system and completed travel expenses for the Director.

NHS West Leicestershire Clinical Commissioning Group – Executive PA August 2013 – June 2015

My role here was to support the Managing Director, CCG Chair and Deputy Chair. This was an extremely fast paced role managing daily priorities and ensuring important actions were dealt with. I provided extensive diary management and full secretarial support to the Senior Management Team. I minute and administered various high level Board meetings, ensuring appropriate venues and refreshments were available. I arranged the Board away days, including the booking of travel arrangements and submission of expenses. I coordinated regional Congress meetings and events on behalf of the Managing Director.

Blackburn with Darwen Council – Personal Assistant June 2012 – August 2013

My main role in the Chief Executive Secretariat office was to support the Executive Director and to work as part of the office administration team assisting all the Directors and the Chief Executive. Core duties were diary management, organising events including travel and refreshments, taking minutes and preparation of agendas and reports. I also line managed a small team ensuring regular 1-1's and appraisals were undertaken and provided support and guidance for the team. Working for the Executive Director involved the collation of information and the producing of confidential reports for the Chief Executive and the Council Leader. I aided Council Members and other senior colleagues, and working member of a team covering the secretariat ensuring the office was always fully operational. The role within the Chief Executive office operated at a high pace and excellent organisation skills and attention to detail were essential. I often provided cover for other Directors, offering PA support whilst colleagues are taking leave; this involved extra diary management, secretarial tasks and monitoring of emails.

Darwen Health Centre – Medical Receptionist Nov 2011 – August 2012 (Temporary Position)

I worked here as a receptionist in a busy GP surgery, this included typical main office duties, issuing prescriptions, and dealing with any queries. I assisted patients, on the phone and personally at the reception area. I liaised with the doctors, nurses and external agencies within the health centre and the NHS and arranged appointments via the computerised EMIS system used within the practice. Postal duties included ensuring important matters were given to the GP immediately. I was also responsible for the summary and read-coding of practice records and scanning of confidential insurance records. I always maintained confidentiality whilst in this role and disposed of any unwanted documents or reports in a safe manner.

Darwen Vale High School - Office Manager/PA Headteacher Sep 2008-Aug 2011

Managing a team of 10 administrators who; managed a busy main office, worked in the exam department and the reprographics department; I carried out staff appraisals annually and line management meetings. I was also responsible for recruitment and induction throughout the school, dealing with CRB processing, advertising, and marketing of the school. I managed the Headteacher's diary and was involved in preparation/collation of data. I produced minutes/agendas for the SLT meetings and was responsible for all personnel records and always ensured confidentiality. I supported the Headteacher and SLT team with any administration duties. I dealt with parents, Local Authorities, and outside agencies on behalf of the school/Headteacher and I was heavily involved in the production of the school newsletter and was responsible for updating the school website. I supported the Headteacher with the monitoring of the school absences and return to work procedures and referred staff to occupational health when required. I carried out risk assessments for staff and visitors. I was a First Aider and a Fire Marshall for the school.

Blackburn with Darwen Primary Care Trust – Administration Manager Dec 2004-Sep 2008

My duties in this role included supervision of the administration team, ensuring a smooth running of the administration office, assisting in the recruitment and selection of additional administration staff. I acted as the Buildings Manager which involved liaising with external companies about office equipment and building facilities. Additional duties involved the processing of invoices, managing petty cash within the team, organising of meetings, including arranging agendas, minute taking and distribution. A major part of my role was to ensure a comprehensive business and administration support service to a team of 30+ staff, actively contributing to the future planning and development of both the clinical service and the administration cover we provided, this involved the development and implementation and monitoring of policies and procedures, I was also responsible for the monitoring and reporting of monthly sickness and absence within the team.

Hobbies

I regularly attend the gym and enjoy reading and walking my dog Billy.

References – I can provide exemplary work and personal references if required upon request.