

KP

# KAREN POCHE

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5 West Malling Close,

Heywood, OL10 2WP

## PROFESSIONAL SUMMARY

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Highly focussed employee with 15+ years of experience in office environment. Proven record of managing workloads and meeting deadlines. Adaptable and motivated to succeed and contribute to company success.

## SKILLS

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- Office administration management
- Professional attitude
- Excellent time management
- Microsoft Office
- Adaptive leadership
- High standards
- Xero software
- Credit control reporting

## EXPERIENCE

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### **Admin & Accounts Manager, DKF Recruitment , Jan 2019 - Current, Altrincham**

- Issued invoices, monitored accounts receivables and tracked budget to promote bookkeeping tasks.
- Provided support to senior-level management.
- Oversaw word processing, recordkeeping and data entry tasks.
- Trained and mentored office workers in correct procedures and company policies.
- Assigned work and coordinated workflow for clerical team.
- Maintained team compliance with internal policies and industry regulations.
- Stepped in to resolve escalated team issues or administrative problems involving outside departments.
- Managed office resource allocation and distribution to employees.
- Completed regular assessments of employee performance and implemented corrective actions.
- Answered phones, messages, transferred client calls and assisted with queries.
- Greeted customers, responded to phone calls and recorded messages to support office administration.

### **School Business Manager, St Ambrose RC Primary School , Sep 2014 - Jan 2019,**

Chorlton

- Oversaw daily work of 2+ employees with clear vision and processes.
- Reviewed operational results to proactively manage and adjust budgets or plans.
- Negotiated favourable contracts with partners and stakeholders for company gain.
- Established internal compliance standards meeting or exceeding requirements.
- Reported results to board and justified budgets for future operational plans.
- Communicated organisational direction and goals to company staff during meetings.
- Worked with financial leadership to assess values and set budgets and controls.
- Governed recruiting and management strategies for senior leadership.

- Developed and implemented new administrative and record management systems.
- Oversaw the recruitment, training and orientation of new staff.
- Managed office inventory and replenished items as needed.
- Onboarded new staff by organising welcome events and setting up IT systems.
- Carried out staff appraisals and managed overall progress and skill development.
- Maintained existing customer relationships and effectively addressed concerns and queries.
- Coordinated new hire interviews, selection, reference checks and training.
- Answered phones, messages, transferred client calls and assisted with queries.
- Managed maintenance and repairs of office facilities and equipment.
- Prepared materials for meetings and recorded and distributed minutes to participants.
- Oversaw office functions to maintain compliance with company policies.
- Designed systematic filing system to store and organise important records.
- Issued invoices, monitored accounts receivables and tracked budget to promote bookkeeping tasks.
- Provided support to senior-level management.

**Administration Officer, St Ambrose RC Primary School , Sep 2012 - Aug 2014, Chorlton**

- Accepted, sorted, and distributed incoming and outgoing mail and documents.
- Screened incoming requests to filter out and handle routine communications.
- Prepared spaces for business meetings, appointments and conferences.
- Partnered with office staff and outside teams to accomplish shared goals.
- Received in-person visitors and announced arrivals to executives.