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### Summary

I am an experienced Personal Assistant with a background in administration, credit control, and accounts management. Skilled in liaising with stakeholders, managing financial transactions, and supporting senior management teams. Seeking opportunities to leverage over 10 years of experience in a dynamic work environment.

Executive Assistant to CEO  
Herongrange Group Limited  
Present

- Extensive diary and inbox management for the CEO
- Arrange internal/external meetings as required (including client reviews etc)
- Set agendas, minute take (as required), follow up on action logs with all stakeholders
- Ensure all action points assigned to CEO/COO are completed and/or delegated as necessary
- Respond to emails on their behalf where possible
- Prepare expense submissions for CEO
- Manage golf club memberships
- Manage personal and business travel as required
- Assist with other family matters as required
- Administrate all matters relating to the CEO's property portfolio

- Review and update client contracts as instructed
- Prepare annual price increase letters to clients in line with national minimum wage reviews
- Set up client review meetings
- General:
- Field all incoming calls to Directors Suite
- Conduct inductions for new members of staff, ensuring the induction presentation is reviewed periodically
- Prepare “Welcome Packs” for new starters
- Keep the company Organisation Chart updated
- Manage the Employee Awards programme to ensure monthly nominees are collated and certificates etc are issued, pictures uploaded to social media/website
- Prepare presentations for internal/external use, ensuring correct brand image is projected
- Collate monthly KPI submissions from department heads and submit to CEO/COO for review
- Work with HR to ensure annual appraisals are carried out, documents are filed with CEO and high level overviews of individuals are prepared to enable training requirement reviews etc to be conducted
- Conduct post-appraisal staff surveys
- Work with other departments and offer assistance/advice if requested, e.g. working with Sales to review/prepare quotation documents before submission to client
- Assist with travel bookings for other members of staff as required
- Financial:
- Pre-approve any invoices that related to head office expenses, fleet expenses and other general expenses under EPA’s remit, before passing to COO for sign off
- Maintain credit card expense spreadsheet/receipts and submit monthly to Finance
- Fleet Management
- Keep up to date information on all vehicles owned by the company (including SORN vehicles)
- Collate the weekly mileage returns and save to SharePoint, for payroll to access
- Liaise with company vehicle users on changing rules and regulations pertaining to their vehicles
- Ensure vehicle tax/MOT is always current
- First point of contact for any scheduled/non-scheduled service/repair requirements
- Deal with any PCNs that arrive and arrange for payment where necessary liaising with payroll to deduct from driver’s salary
- Ensure any speeding notifications or other such Police related matters are dealt with and the driver’s details are forwarded

- Liaise with fleet insurers to add/remove vehicles as required
  - Conduct twice yearly driving licence check on all staff who drive company vehicles
  - Any other fleet related matters
  - Sales & Marketing
  - Be the initial point of contact for the Marketing department
  - Work with CEO to ensure promotional items are ordered, distributed to relevant sales/operations teams for potential/existing customer base
  - Work with CEO to organise/event manage company Golf days and other customer focused events and corporate hospitality
  - Assist CEO with writing communications for internal/external audiences
  - Liaise with Marketing Agency to ensure website content is up to date
  - Liaise with Marketing Agency for all social media requirements
  - Prepare monthly e-news updates to office based staff to keep them up to date with key information
  - Office Management - Maintain stationery and printing consumable levels
  - Act as first point of contact for Head Office
  - Ensure all facilities related matters are dealt with in a timely manner, setting reminders for when preventative maintenance is due, and dealing with reactive maintenance as necessary
  - Build good relationships with all supplier contacts
  - Review supplier contracts periodically to obtain the best market pricing
  - Work with IT Director to ensure all staff have the correct equipment to carry out their job
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- PA to Senior Management Team  
Staffordshire University  
June 2023 to February 2024
    - Coordinating agendas and taking meeting notes
    - Managing diaries of senior management team
    - Producing high-quality documentation and reports
    - Providing support services to ensure task completion
    - Maintaining spreadsheets and databases

Credit Controller

RSBP Ltd. Venesta Washrooms

March 2022 to June 2023

- Contacting overdue customers and resolving queries
- Invoicing customers and raising credit notes
- Reviewing credit reports and financial accounts
- Daily bank reconciliations and cash allocation
- Running customer statements at month end

Personal Assistant/Faculty Administrator

NSCG Newcastle College

February 2018 to March 2022

- Supporting Work Based Learning Department
- Handling administrative tasks for staff and managers
- Event planning and budget management
- Organising successful charity events
- Meeting and greeting clients and fulfilling requirements

Personal Assistant Director Level

Motor Clinic Limited - Stoke-on-Trent

August 2015 to February 2018

- Supporting Director with diary management and travel arrangements
- Assisting Accounts Department with invoicing and payroll
- Utilising ELVIS system for daily tasks
- Providing reception support and customer service

## Education

- NVQ in Level 2 Beauty Therapy, Stoke College, 2009
- Nursery Nursing NNEB Diploma, Stoke College, 1995
- Various GCSEs, Edensor High School, 1994

## Skills

- Personal Assistant (10+ years)
- Sage (10+ years)
- Administration (10+ years)
- Invoicing (10+ years)
- Credit Control (10 years)
- Retail Sales (4 years)
- Reception (4 years)
- Apex RMS (2 years)
- GDS (2 years)
- Sage Payroll (10+ years)

## Additional Information

- Strong communication and organisational skills
- Proficient in Microsoft Office Suite
- Detail-oriented with a proactive approach
- Ability to work effectively under pressure
- A proven track record of successfully supporting senior management teams

Please note that references are available upon request.