

Curriculum Vitae for Jean Gillies (Farnworth Based)

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PROFILE

I have extensive experience of being an Executive PA and Admin Support, with strong IT and telephone skills. I am able to effectively work under pressure as part of any size of team, whilst being flexible to adapt to different business needs and requirements. Excellent interpersonal skills gained from working with the general public through to Director level and have faced many challenging situations within the context of previous employment where my confidence, person ability, trustworthiness and attention to details have all been demonstrated. I am capable of working autonomously. I currently work 2-3- days remote. I have also completed training in HR and Procedures for disciplinary & Grievance Procedures as well as Health & Safety in the Workplace and have an excellent understanding of ACAS Code of Practice.

SKILLS

Self-motivated	Conflict resolution
Organised	Process implementation
Powerful negotiator	Excellent IT for all
windows Client assessment and analysis management	Project
Risk management processes & analysis	Time management
Team liaison	Data management
Reception	Telephone call
handling Strong communications skills situations	Adaptable to
Organised events & fundraising Coordinator	Organised large public consultations and am an Active Listener.

Executive Assistant to CEO & Business Support Supervisor Jan 2024 – Present

- All of the details below that provide Executive Support plus now manage the admin team which consists of 8 staff members.
- Manage and complete reports from CRM activity data.
- Oversee all incoming emails from all emails groups and distribute accordingly
- Assist the CEO with daily requirements, taking calls to the business on his behalf, managing diary, organizing travel & accommodation and ad-hoc tasks as needed.
- Check all expense submissions
- Collate initial information for Salary run
- Liaise with external HR Company for all aspects of staff HR and act as intermediary between department managers and external provider.
- Work with Senior Leadership to ensure any assistance is given throughout the business.
- Build effective inter-departmental working relationships
- Sage invoicing and process order to Admin team to ensure they are uploaded to CRM.

Executive Assistant to Director of Quality Governance & Deputy Director of Clinical Governance. Bolton Foundation Trust. May 2022 – Dec 2023

- Same as below with some added responsibility for all staff members over seeing Annual Leave, Invoicing and legal documentation as well as Health & Safety.

Executive Assistant to Chief Nurse (Director of Nursing) & Deputy Chief Nurse (Deputy Director of Nursing) Bolton Foundation Trust. June 2021 – May 2022.

- Diary management, solving conflicts and liaising with colleagues to ensure all arrangements are made as appropriate.
- Screening of emails and to ensure that urgent requests are a priority. Letters, reports etc. are dealt with in a timely manner.
- First point of contact for both Director and Deputy Director and screen all incoming calls.
- WebEx, Zoom and MS Teams video conference calls.

- Organise meetings on behalf of my Director's, send out the invites, agendas and ensure that the relevant meeting rooms are arranged and prepared. If lunches or snacks/drinks are required these are arranged in a timely manner to ensure that the meetings flow productively.
- Take minutes at various management meetings (including Chief Nurse Senior Management Team) and follow up with any relevant action and ensure that they are completed.
- Arrange events – Chief Nurse & Deputy Chief Nurse, Conferences, Training Sessions.
- Produce complex PowerPoint diagrams and presentations.
- Authorise team holiday requests (using the Health Roster system).
- Process purchase orders (using the Integra system). These also include stationery and other required items to ensure that the office has a stock of items that are required.
- Administration assistance and general ad-hoc projects within the Trust Headquarters Secretariat Team.

Corporate Secretary/PA to Deputy Director of Commissioning & Nursing Bury

CCG Sept 2019 – 2021

- Support the Deputy Director of Commissioning and administration to the Corporate Team of the CCG to support and provide all the administration that the team requires.
Minute taking, typing up and distribution to board and committee members.
- Cover a full portfolio to the team of 12 (this has now extended to 15) to ensure the smooth running of the corporate office.
- Act as the first point of contact for the department, promoting the image of the department and the CCG through personal conduct and dealing with routine enquiries in a pleasant and helpful manner. Ensuring that visitors to the department are welcomed and if necessary provide refreshment.
- Telephone calls and diary bookings.
- Logging Data (including complaints)
- Communicating relevant information to stakeholders, referring to others as appropriate.
Maintain diplomacy and confidentiality in communicating information with people at all levels within the organisation and other stakeholders (including NHS England, Hospital Trusts, Bury Local Authority and other external bodies).

Experience

- Minute taking, and circulation to board members for meetings.
- Cover a full portfolio to the team to ensure the smooth running of the corporate office.
- Act as the first point of contact for the department, promoting the image of the department and the Trust through personal conduct and dealing with routine enquiries in a pleasant and helpful manner. Ensuring that visitors to the department are welcomed and if necessary provide refreshment.
- Telephone calls and diary bookings.
- Logging Data (including complaints)
- Communicating relevant information to stakeholders, referring to others as appropriate.
- Maintain diplomacy and confidentiality in communicating information with people at all levels within the organisation and other stakeholders (including NHS England, Hospital Trusts, Bury Local Authority and other external bodies) applying tact, discretion and reassurance skills and to maintain the CCG/Trust image.
- Provide full secretarial support and administration to meet the requirements of the allocated business areas.
- Support operational business meetings through collation and distribution of meetings papers on behalf of the meeting chair, taking actions notes or minutes in this case, managing action logs and follow up action leads.
- Provide simple diary management for names and individuals, including updating electronic diaries with confirmed, deleted and amended appointments as necessary.
- Logging, sorting and prioritisation of electronic and paper correspondence.
- Booking corporate meeting rooms for colleagues ensuring the supply of consumables, audio visual equipment and tidiness of the rooms.
- Ensure that other items such as fire equipment safety is checked and other products that may be required for the cleanliness of the office and building.
- Operating the corporate IT loan diaries.
- Requisition and receipting of office supplies and raising orders associated with areas of work using Oracle system.

- Organised and ensured that Company Cars are kept to the guidelines of any leasing etc. and to ensure that they are maintained and returned/exchanged on time.
- Order supplies and maintain the efficient use of the corporate equipment designated to the post, ensuring that general office supply levels are maintained.

Knowledge and Understanding

My current and previous job roles required me to work under my own initiative, without supervision, managing my own workload appropriately. I also manage my Directors time management to ensure that they have some clear time for planning/reading to ensure they are well prepared. Ensuring work is submitted on time and prioritising meeting in their diaries.

I have previously line managed a small team of staff, completing 1-1s, sickness return to works, and dealing with HR/performance management issues which I am proficient and confident in addressing. I am experienced in dealing with conflict both in the workplace and with addressing patient's complaints which I handle in a professional manner.

I am results driven, which allows me to be highly efficient in my work. I always ensure that everything I do is undertaken to a high standard. My organisational skills allow me to be a very effective timekeeper and support my team to be efficient. I thrive in a busy work environment and manage my workload effectively and thoroughly, whilst ensuring that patients still receive a high-quality level of care and that project or services I am supporting are delivered on time.

Abilities and Skills

I am competent when it comes to understanding the different needs and preferences of individuals and ensuring equality of opportunities. I have excellent interpersonal skills such as empathy, sensitivity, and tact that allow me to interact with people from all backgrounds, cultures, and ages. I have exceptional communication skills that I tailor to meet the needs of individuals, I build professional relationship with all levels of staff/patients/councillors and board members. I am approachable at all times, whilst understanding the importance of maintaining a professional role. I promote equality and strive to ensure effective professional working relationships are developed. I am also confident that if I identify a problem with my own or others behaviour which undermines this, I will be able to effectively address the issue appropriately.

I am a keen team player who is very self-motivated; I challenge myself and lead from the front. I have been working in an environment that I have put quality of patient care, patient experience and patient safety at the heart of everything I do.

Finally, I am flexible which is imperative to ensure we meet the business needs of the organisation, which includes working out of hours. I am proficient in the use of computers and have good working knowledge of using e-mail and all Microsoft packages including

Word and Excel. This includes displaying information/reports in a variety of ways such as through the use of charts. I am able to transfer my time management and organisational skills to ensure my record keeping and written work is of a high quality in accordance with the trust policy. This also allows me to prioritise a busy workload, flourish in stressful situations whilst remaining flexible to the ever-changing needs of the role. I am able to critically analyse information in order to make complex and evidence-based decisions where necessary to ensure a high quality of care. I am experienced in giving presentations which was an essential part of my previous job role.

Jobwise – Temp Agency

Greater Manchester Mental Health – PA to Consultant – July 2019

- Role was a temporary position. I moved to the CCG in September 2019.
- Full list of responsibilities are available on request due to the length.

Bolton Council Ward

Cllr/Administration. May 2011- May 2019

- Full list of responsibilities are available on request due to the length.

Melody Pop Tuition

Self Employed

April 1999- May 2017

- Vocal tutor
- Professional singer

- Stage Craft presentation

November 1992 – May 1993

Manger of a Public House

- General Day to Day running of the business. – Left as I did not enjoy it and did not feel it was the right environment for my family.

May 1990 – November 1992

Administration in Hospital Clinic

- Reading Medical notes to ensure that the patient was placed on the correct list for follow up so that the patient was seen by the most appropriate specialist. I was sometimes asked to help in Plaster Theatre Clinic and Fracture Clinic after I had received specific training.

May 1989 – May 1990

Secretary/PA

- Temping post- Covering for the Secretary. I did apply for the position on a permanent basis but unfortunately it was filled internally. I was then offered a position in Patrick Clinic. My duties included day to day office work, appointments, typing up reports, taking calls, documenting conversations and general P.A. roles.

Between 1985 – 1989

- Worked for Temp Agencies doing Secretarial Work for various Companies as this fitted in with my family life and children.

1976 – 1980

Office Admin/Junior

- General office work, filing, typing up orders, reception, switchboard and various rolls training to be a Secretary. Then went on to be PA to Works Director.

Education and Training

- 2011 Bolton Council
 - Licensing Law
 - Planning legislation
 - Child/adult safeguarding and reporting
- 1983 Bolton School of Music
 - Accreditation in the science of singing (distinction)
 - Accreditation in performance (distinction)
- 1976 St James C of E Secondary School
GCE & CSE Level attained including English & Math's to O level and grades 1 & 2

Completed and passed training in the following:

- Equality, Diversity & Human Rights
- Health, Safety & Welfare
- Fire Safety
- Moving & Handling (non- clinical)
- Safeguarding Adults
- Safeguarding Children
- Data Security Awareness
- Fraud Awareness x 2 modules
- Conflicts of Interests Module 1 & 2
- Data Security Awareness.

Addition Information

I take my responsibility very seriously and do my upmost to play a positive role around fellow workers and in my community.

I am currently a Patron of Fort Alice (Women's Refuge) were my role is assisting in Domestic Violence issues and fund raising initiatives.

It gives me great pleasure to also be a GEO (Gender Equality Officer) I represent women and men of all classes, encouraging equality between one another in a positive way.

Interests

Member of Air Ambulance Service

Child Sponsors of two children (Saudi Arabia & Africa)

Semi Professional singer & Vocal Coach (Part-Time)

I spend any free time I have working with community groups, organising events, and raising funds.

Work with children and young adults in the community with SEND and Autistics needs to ensure they are included in all aspects of community events

References on request.