

Professional Summary

A highly motivated and results-driven professional with over 18 years of office experience, seeking a new challenge within recruitment, HR admin or general administration roles. I possess strong creative and analytical abilities, complemented by excellent communication skills. Experienced in engaging with diverse audiences and providing exceptional customer service, I am adept at fostering positive relationships and effectively managing tasks in a dynamic environment.

Skills

Communication
Time management
Team work
Organisation and prioritising
Computer Literacy
Customer Service

Experience

Linkedin Recruiter
Indeed
Hubspot CRM
Bluesky
Cascade
R4 dental system

Achievements

- Managed several projects to improve customer experience using AI, implementing new ways of working from start to finish to reduce admin time by over 50% meaning more time to focus on meaningful conversations with candidates
- Increased candidate calls at the top of funnel, increased applications as a result of this
- Consistently maintained a 75% and above contract signed rate

Career History

Conexus Medstaff - Talent Specialist

Skelmersdale - Hybrid working

June 2022 – November 2024

- Collaborate with hiring managers to identify staffing needs, resulting in a more streamlined recruitment process.
- Actively sourcing and interviewing international nurses and medical technologists for visa sponsorship and relocation to the United States.
- Advertising roles using a range of job boards including LinkedIn recruiter and Indeed
- Responsible for uploading and ensuring the accuracy of data within the company's database
- Understanding and explaining the various options for candidates regarding qualifications, immigration and the process involved for relocation.

- Managing a general inbox for enquiries from candidates
- Liaising with international colleagues and candidates
- Led the implementation of new systems and workflows, successfully managed projects from planning through to execution

Dental Partners - Salford, Manchester - Receptionist

June 2021 – June 2022

- Enhanced customer satisfaction by efficiently managing all front desk enquiries.
- Handled appointment scheduling to ensure smooth daily operations.
- Managed phone calls, resulting in effective communication flow within the company.
- Maintained an organised reception area for a professional business environment.

{my}dentist – Bolton, Greater Manchester - Various Roles

January 2013 – June 2021

CQC Compliance and Registrations Facilitator / November 2018 - June 2021

- Keeping up to date all provider registrations with the Regulators and managing any changes to the registrations, including NHSE /Local Health board contract changes (moves, change in contract holder, change in location name), change in partners, directors or nominated individuals.
- Register all new practices with the regulators.
- Cancel regulator registrations as directed by the line manager
- Provide support and guidance to the
practice manager throughout the registration/ cancellation process to ensure the manager understands their registration obligations.
- Develop and maintain a working relationship with the Regional Regulatory Officers, Operations team, Clinical Directors, Directors of Region, Area Development Managers, Practice managers and Dental practices

HR Support Administrator / September 2016 – November 2018

- Administration of new starter process, including production of contracts, input of new starters to the HR/Payroll system.
- Maintain standards ensuring the compliance processes comply with business/regulatory requirements.
- Provide advice to hiring managers on the HR support processes.
- Prioritise workload based on risk practices/ NHS delays to reduce vacancies
- Assist the HR Support Manager, ER Advisors and Head of HR with projects as required
- Maintenance of account access to the online DBS system
- Review and make recommendations to improve HR/Resourcing policies, processes and documentation

Business Development Due Diligence Coordinator / November 2014 - September 2016

- Collating financial information from sellers to perform due diligence for the acquisition of dental practices
- Collating operational/practice information from sellers to perform due diligence for the acquisition of Dental Practices
- Distributing relevant information to the relevant departments

- Liaising with external and internal solicitor

Business Development Administration Assistant / January 2013 to November 2014

- Dealing with highly confidential legal documents and personal information of dental clinicians
- Liaising with the board of directors and the solicitors on a daily basis
- Arranging for legal documents to be signed by our directors for exchange and completions.
- Creation of acquisition packs used in bi-weekly investment committees with the board of directors.
- Use of Cascade HR system to upload all self-employed details of clinicians at our practices.
- Liaising with Dental Practitioners and Practice Managers to ensure all dental compliance and certificates are up to date and in line with HMRC and CQC guidelines.
- Cover front of house reception when required.
- Other ad hoc duties.

Bridgfords Countrywide - Bolton/ Blackburn Branches - Various Roles

November 2006 – November 2012

Sales Negotiator/ June 2010 - November 2012

- Negotiated house sales/ conducted house viewings
- Maximise the opportunity for viewings
- Attract new business as well as liaise with current customers
- Offer a superb level of customer service
- Dealt with all general enquiries

Administration Manager / March 2008 – June 2010

- Responsible for accurate price lists updated weekly and holding up to date information on current schemes available on individual properties i.e. first time buyers
- Responsible for maintaining information on the computer system, monitoring and improving the system as appropriate for the group in relation to sales and marketing
- In charge of all daily tasks, including booking prospective clients in for mortgage advice
- Liaising with solicitors and surveyors
- Creating invoices and debt chasing

Sales Administrator / November 2006 – March 2008

- Daily Administration tasks i.e. filing, faxing, typing house sales particulars
- Working to daily, weekly and monthly targets
- Training new staff in administration duties

Education

GCSE's - George Tomlinson's School, Bolton | 9 GCSE's Grade A-C | 1998 - 2004

Higher National Diploma - Salford College, Worsley | Fine Art | Merit | 2004-2006

References- References available on request.