



**Health City**  
HEALTH·IS·WEALTH·Ad°Maio<sup>re</sup>m°Dei°Gloria

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**Mrs Onyinye Charity Oluitan**

**Operational Manager**

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**PROFILE:**

A committed Operations Manager, detail-oriented Administrator knowledgeable of all office functions, with solid background in Management, tutor with over 10 years of experience at leading UK institutions/organisations, teaching students from various social and cultural backgrounds. Possessing excellent administrative, verbal communication and written skills along with constructive and effective teaching methods that promote a stimulating learning environment. Able to work in a managerial role or as part of team and having the proven ability to successfully work to tight schedules and deadlines.

**KEY COMPETENCIES AND SKILLS:**

- Planning and Organizing Skills
- Team Building/Team Work
- Problem solving and analytical skills
- Initiative
- Communications Skills (Oral & Written)
- Creativity
- Global orientation
- Decision Making Skills
- Adaptability to change
- Interpersonal and communication skills
- Strategic thinking and planning abilities
- Ability to leverage technology
- Time management and project management skills
- Flexibility
- Leadership
- Presentation Skills
- Mentoring
- Target Setting
- Training
- IT Skills

**ACADEMIC QUALIFICATIONS:**

- Masters in Business Administration MBA -  
Rivers State University of Science & Technology Port Harcourt, Rivers State, Nigeria - 2000
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- PGD in Business Studies " - 1997
- Higher National Diploma (HND) in Mass Communication – Federal Polytechnic Oko – 1993
- General Certificate of Education GCE's O' Level Government Secondary School Ikot – Ekpene - 1986

#### **PROFESSIONAL QUALIFICATIONS:**

- City & Guild PTLLS Level 4 - UK 2011
- Leadership Management Level 3 - UK 2010
- NHS Elite - UK 2010
- PRoject IN a Controlled Environment (PRINCE2) - UK 2010
- Certificate in Health & Safety at Work - UK 2010
- Graduate Diploma in Purchasing & Supplies -UK 2007
- Diploma in PA/Secretarial Studies - UK 2005
- Microsoft Office – Excel, Word, Power-point, Publisher, Outlook, etc. – Nig. 1995

#### **PROFESSIONAL BODY MEMBERSHIP:**

- City & Guilds UK 2011
- Institute of Leadership Management – ILM UK 2010
- PRINCE2 UK - APMG 2010
- British Computer Society UK 2010
- British Safety Council UK 2010
- Nigerian Institute of Management – NIM (Professional Manager) 2004

#### **TRAININGS ATTENDED:**

- Leadership: Managing People – 2010
- Managing and Building Effective Teams 2010
- Conflict management 2010
- Value Based Management 2010
- Fire Marshall 2009
- Time management 2009
- Change Management 2009
- Measuring Business Performance 2009
- Work ethics & Productivity Improvement 2007
- Lean Management 2006
- Systems Application Programme 2005
- Strategic Management 2005
- Managing Yourself 2005
- Diversity & Inclusiveness 2004
- Environmental Awareness H&S 2003

#### **Awards**

##### **NHS/ SLaM Awards**

- Addictions Clinical Governance Quality & Excellence Award - 2010
- Addictions Special Award for Clinical Innovation - 2010

#### **PROFESSIONAL EXPERIENCE:**

**November 2010 – February 2011**

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**Andragogic Education Centre Great Bookman Surrey UK -  
City & Guilds PTTLS Level 3 & 4 Class**

**Trainee Tutor**

- Curriculum and industry developments.
- Maintained high standards of achievement, behavior, discipline and punctuality amongst learners.
- Established Knowledge of health and safety issues.
- Made Learners aware of all current Equality and Diversity legislation.
- Managed learners by providing guidance and feedback to help them strengthen their skills and knowledge base.
- Excellent time management skills to ensure targets are met and plans completed efficiently.
- Involved in devising future plans to remain student focused.
- Contributed to the intellectual life and debate of an academic organization.
- Taking responsibility for the quality of teaching delivered and to make necessary changes to improve quality and maintain standards.
- Organized conferences and establish contacts with the wider academic community.

**November 2011 – Date**  
**Etico-PM.Org UK**

**Operations Manager (Voluntary)**

- Managing the needs of the business, including conducting needs assessments.
- Meeting demanding KPIs
- Managing effective performance management processes across the team.
- Supporting change and delivering improvement plans
- Working to high Environment, Health and Safety Standards
- Explore with internal clients performance improvement or knowledge enhancement opportunities and serve as an information resource.
- Ensure follow up and accountability initiatives
- Preparing & sending invoice

**November 2010 – October 2011**  
**CFK Training and Consultancy Services UK**

**Workshop Facilitator (Part Time)**

- Facilitation of training, workshops and conferences
  - Coordinate training scheduling, registration and communication
  - Create new and update current curriculum as needs are identified
  - Analyze and forecast future training needs
  - Select instructional techniques for target audience and business needs
  - Create and maintain training department database and reports
  - Ensure training strategies meet organizational goals and objectives
  - Design evaluation methods to measure training effectiveness and success
  - Oversee customer service programs
  - Maintain material and supplies inventory.
  - Involved in the research and designing of new courses and materials.
  - Assessing students course work and material.
  - Involved in the set up of exams and the marking of results.
  - Responsible for the departmental administrative tasks.
  - Providing mentoring, advice and support to students on a personal level.
  - Prepared monthly reports for senior managers.
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- Actively leading class discussions and encouraging debate.

## **October 2010 – Date**

### **Crime Reduction Initiative - CRI UK**

#### **Administrator**

Support the Implementation Manager, Clinical Manager and Project Manager in the delivery of project work streams as appropriate, including:

- Development and maintenance of a system of electronic project archive and retrieval, (with hard copy back up)
- Production of regular monitoring and Data highlight reports for the Lewisham Integrated Substance Misuse Team.
- Monitor the delivery of work streams against plans, chasing and challenging progress as appropriate.
- Processing and maintaining referrals on CRIIS.
- Reporting Data – uploading data reports from DAMS to NDTMS as required by National Treatment Agency (NTA).
- Developing, where appropriate, and maintaining filing and information systems to ensure that all documentation and information is readily available upon request.
- Provision of support to clinical and non-clinical staff, assisting in the resolution of identified data problems, liaising with the CRIIS team to resolve problems identified, and also conduct training locally.
- Weekly check of IRS reports ensuring the accuracy of the data and updating the missing details.
- Professional handling of telephone queries.
- Capturing the Missing Data on individual caseloads on CRIIS and flagged issues.
- Induction for new and temporary staff.

## **October 2007 – September 2010**

### **National Health Service – NHS UK**

#### **Administrator**

- Facilitation of training, open day, workshops and conferences
- Designing and producing resource materials for trainings and workshops
- Facilitating local/in-house training on Administration, Lean skills and Systems information management.
- Planning and organizing of meetings & seminars
- Monitoring department project budget and overheads
- Fire Marshall for the Department
- Maintenance and storage of the project documentation
- Data management and maintenance of client's database / spreadsheet systems.
- Identifying and flagging issues on projects with the management
- Induction and training for new staff
- Stationery Store management, stock ordering and inventory
- Working with the senior managers in coordinating activities in depts.
- Providing day to day support to the Services manager and Borough lead
- Supervision and liaising with Suppliers on delivery of work streams
- Extract key contacts, milestones and targets from project documents to enable the establishment of stakeholder project groups, GANTT charts (and other dynamic project management tools) and output / outcome measures.

- Provides wide variety of administrative support services and working with different project teams.
- Maintain accurate filing and information systems to ensure that documentation and information is available.
- Fire-safety log management
- Mails/posts management

**July 2003 – June 2007**

**Shell Petroleum Development Company of Nigeria Ltd.**

**Administrator/Business Support**

- Organizing conferences, facilitation of training and workshops both local and international.
- Preparing Presentation slides.
- Facilitated on-boarding of new staff in the department, ensured timely provision of office facilities.
- Organized meetings, team building events and away-day for the dept.
- Monitoring project budget and overheads
- Dealt with expenses and maintained records for auditability.
- Managed complex travel arrangements and prepared agendas and itineraries for senior managers.
- Frontline administrative/ logistics support for the department
- Effective diary management of daily, weekly and monthly schedules to optimize time and resource management.
- Monthly stock requisition and management
- Preparing of reports and weekly highlight for the department
- Monitored and screened telephone calls, enquiries and requests, redirected as appropriate; dealt with incoming email, faxes and correspondence, drafted and as appropriate wrote letters on behalf of the GM produced documents, briefing papers, reports and presentations.

**November 1998 – June 2003**

**Eagle Global Resources Limited – Port Harcourt**

**Business Support Manager**

- Small Business and Sales Expertise – Using past experience, industry data and trends to provide insight and recommendations to key business partners. Leverage this expertise to deliver high transferable knowledge and skills to learners within the Organization.
- Facilitating training, assessing curriculum success, researching, recommending and developing new/improved training solutions for members of the organization's customer service and sales teams.
- Develop, source and deliver training based on instructional design methods while using proven training best practices.
- Part of a team responsible for designing, sourcing, managing, developing, implementing and evaluating customer service training solutions.
- Providing a central support area for all project issues and queries.
- Negotiated contracts, agreements and leases with vendors, agencies and contractors.
- Coordination of training scheduling, registration and communication
- Create new and update current curriculum as needs are identified

- Analysed and forecast future training needs
- Select instructional techniques for target audience and business needs
- Create and maintain training department database and reports
- Ensure training strategies meet organizational goals and objectives
- Designed evaluation methods to measure training effectiveness/success
- Maintain material and supplies inventory
- Oversee customer service program
- Interface with travel agencies and negotiate hotel rates for training travelers

**September 1998 – October 1998**

**Top Class Computer Limited, Port Harcourt, Nigeria**

**Branch Manager**

- Controlled and directed operation ensuring support to users, in the effective use of IT resources.
- Monitored and managed requisition of consumables from the client companies.
- Ensured supplies and repairs of computer accessories within the areas of operations
- Facilitation of training, workshops and conferences
- Monitoring project budget and overheads.
- Providing day to day support to the General Manager
- Financial management of all project funds disbursed
- Planning and Coordination of conferences and workshop

**Jan 1997 – May 1997**

**Student Aid Publications Ltd. Port Harcourt, Nigeria**

**Seminar Assistant/Training Officer**

- Organize and develop training manuals, reference library, testing and evaluation procedures and other educational materials.
- Engaged in supervising marketing activities, booking and delivering seminars.
- Maintained client database updates and generated periodic reports as required.
- Participated and liaised with charity Christian Organization in Africa- CAPRO & NIFES.
- Delivers customer service and general sales courses to leadership and customer advocates.
- Manages multiple projects with varying timelines and deliverables; and ensure these are met on time, with a high level of quality, and on budget.
- Coordinates established training courses with technical and professional courses offered by Secondary schools and colleges.
- Screens, tests, counsels, and recommends employees for participation in internal or external educational and training programs.

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**Other Voluntary Service:**

- Dominion House UK - Oct. 2009 - Jan. 2012  
**Assistant Project Manager**  
**Youth Development Project Coordinator** - 2011 - Jan. 2012
  - South London Refugee Project (SLRP) UK - Aug. – Nov. 2007  
**- Workshop/Administration Coordinator.**
  - French Speaking African General Council (FSA-GC) UK Aug.– Oct. 2007  
**- Admin & Clerical**
  - British Red Cross - UK - **Marketing Assistant** - July 2007
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- Nigerian Fellowship of Evangelical Students (NIFES) 2005 – June 2007  
- **Training Coordinator**

References available on request

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