## Professional Profile

I am a hard working, determined, efficient self-starter with over 30 years work experience in a variety of fields including:

* Financial services,
* IT network implementation and first line support,
* HR and payroll, facilities management,
* Customer services,
* Secretarial and office administration.

I have worked for a number of corporate and educational organisations in Peterborough and Cambridgeshire, this has allowed me to understand and develop strong compliant procedures to enhance performance within my role. I communicate well with people from different backgrounds and I am able to deal with difficult situations and understand the need for confidentiality in difficult situations. I have excellent organisational and motivational skills and this has enabled me to lead and guide teams. In recent years I have worked with schools either deemed as Requires Improvement or Special Measures which has allowed me to acquire some very useful skills and experience. I am equally capable of working under my own initiative or as part of a team I am a confident Microsoft user.

## Objectives

Utilising the qualification Certificate of School Business Manager, accredited as a Level 4 qualification, the modules undertaken were Finance, Managing Risk in Schools, Managing Human Resources and Managing School Facilities, successful completion of the CSBM also gave the dual qualification of the Institute of Administrative Management (IAM) Level 4 Diploma in School Business Management; I now plan to undertake an AAT accounting qualification and move forward with these qualifications and transfer these skills to other similar areas of business.

## Career Summary

**June 2016 - JEM Business Consulting/JEM Education Support Services Ltd**

Providing schools and academies with a bespoke business and premises support service.

**July 2012 – June 2016 School Business Manager/Network Manager**

**Trinity School, 2 Algores Way, Wisbech, Cambs, PE13 2TQ**

Trinity School is a local authority SEMH secondary school based over three sites in Cambridgeshire, Wisbech/Hartford/Foxton. It was formed in September 2012 by merging three individual and separate learner centres; these centres had no direct connection before the merger and operated outside of the education system. It was my responsibility to ensure that operational processes were implemented to ensure that we met statutory regulations and were compliant. As a school we were placed in Special Measures by Ofsted in October 2014 I along with 3 other members of SLT worked with the HMI inspector to correct the findings of the inspector to bring the school out of Special Measures. This meant as a team that we had to drive change throughout the school to make the necessary improvements and liaise with the inspector on the termly monitoring visits. I was responsible for the day to day management of non curriculum related areas of the school, I line managed 4 members of staff and I was directly responsible for:

Financial Management

I was responsible for the implementation of internal financial processes that met both local authority and national requirements. I advised the Executive Headteacher on the budget position and I was responsible for the monitoring and management of this. I was required to liaise closely with the local authority finance advisers and to make monthly returns to ensure that the schools financial position remained healthy. I managed the day to day running of all financial matters in school. I reported on the current and future financial position to Governors/IEB when they met.

Human Resources

I was responsible for all Human Resource requirements within the school, including recruitment, monitoring of absence and reacting appropriately, ensuring that line managers monitor staff performance effectively and carry out appraisals in line with school policy, process all DBS and Medical clearance applications when new employees were engaged and maintained the Single Central Record to ensure compliance with Ofsted.

Network Management

Following the Network Managers departure I covered the position, ensuring that the network and IT infrastructure ran smoothly, clearing out disc space, purchasing new hardware and first line support for users, changing passwords, setting up new accounts and initial fault finding and maintaining the IT inventory.

Sims/Data Manager

Ensure that the Sims management information system (MIS) was set up and used effectively by staff, set up and manage staff accounts and add pupils to the database when they joined the school. Provide effective management of student data and daily processes of the Sims system, process admissions, create and run reports, ensure that students information is correct and up to date and that they are allocated to correct sets, tutor lists and pathway choices. The data had to be maintained effectively for Census returns as this information impacts on the school budget.

Maintain staff records on Sims and ensure that all official data returns including the school census and school workforce census are submitted accurately.

Input the school timetable on to Sims using NovaT6 ensuring that teachers are fairly distributed, PPA is allocated as per the School Teachers Pay and Conditions, and students are clear what their timetable was.

Data has been key whilst we have been in Special Measures to show progress and improvement.

Attendance Manager

Monitor the pupil attendance as per the Attendance policy, liaising with the Education Welfare Officer allocated to the school. Ensuring the correct letters were sent out to parents warning of attendance issues, penalty notices and possible legal action. Reporting the attendance data to the Headteacher, IEB and ensure that the data is available for the HMI inspector; on the last monitoring visit the inspector commented that it was some of the best data that she had seen.

Risk Management

All health and safety matters fell under my remit, I had to implement fire safety procedures across the three sites, ensure that we compliant for all COSHH requirements, risk assess areas and instil in staff their responsibilities in relation to risk assessment. I also set up a Health and Safety Committee made up of members from across all 3 sites to liaise in relation to day to day health and safety concerns. Set up risk assessments for day to day tasks, ensured that teaching staff made use of subject specific risk assessments and I set up the Educational Visits protocols and procedures for school visits.

Resource Utilisation

I am responsible for ensuring that the school utilises its resources across the three sites effectively taking in to account the financial implications. I produced a five year plan for the maintenance and upgrade of the current sites. I oversaw the caretakers and ensured that all necessary health and safety obligations were met and that there was an efficient process in place for regular ongoing maintenance and that day to day issues were dealt with effectively.

Estate Management

I negotiated with contractors to ensure that best value was obtained at all times and liaised and managed projects, such as the expansion of the Wisbech site and the refurbishment of the heating system in the summer.

Transport

The majority of the pupils had a statement of educational needs and generally qualify for free transport to the school sites by taxi; I liaised with the local authority transport department to ensure that transport was set up for new pupils, all pupils were transported safely and that the taxi companies fulfilled their contractual obligations.

The merger of the three sites met with a degree of resistance and so it was necessary to manage the change, with further change necessary when we were placed in Special Measures the last few years have been largely about change management and managing people’s expectations, setting up new systems and collecting and reporting data to show that we were making the necessary progress, it has been important to do this effectively and efficiently but with compassion as well. It was necessary to make a lot of administrative changes and implement many new policies and procedures and roll out effective use of ICT equipment to ensure that the school operated to its full potential and met all legal requirements; it was my responsibility to implement all non curriculum change.

**Sep 10 – July 2012 Facilities and Finance Management Assistant**

 **The Voyager Academy, Mountsteven Avenue, Peterborough PE4 6HX**

My role within The Voyager Academy was split clearly between Facilities and Finance; both roles come with a high level of expectation and demand an ability to work as a team player but also to enforce procedures and responsibilities as set out by the Governors’.

Premises

The Voyager Academy was built as part of the Private Finance Initiative (PFI) and my role was to assist the Director of Business with the day to day management of the school. As part of the PFI agreement the Local Authority appointed ETDE with the overall site management of the school. It was my responsibility to liaise with them and ensure the school received the level of service as outlined in the Governor’s Agreement. I had to familiarise myself with the contract and attend meetings both at operational and management level to ensure the school received the expectations of the contract.

I led the development of administration and procedures for premises use at The Voyager Academy to ensure timely maintenance and repairs of the school site. I lead project management in the implementation and planning of summer works creating a timetable that met the school’s curriculum needs. I also created a reporting system that allowed us to ensure we were being charged correctly for any additional charged passed on to the Academy by the contractor.

I was also responsible for site security and the monitoring of CCTV. The Voyager Academy is a challenging school with many pupils, at break times I also worked as a Midday Supervisor and this gave me the opportunity to meet and build relationships with pupils and when faced with acts of vandalism or when working with the resident policeman and PCSO’s allowed me to identify and communicate with the pupils involved in incidents.

Finance

Based within the Finance department I also provided support to the Finance Team/Manager, pulling on my prior finance experience, assisting with the day to day smooth running of the finance office. My duties included the processing of purchase orders, sales and purchase invoices, management of petty cash using SAGE 50, maintain records, banking and assisted with general enquiries.

After starting my employment with The Voyager Academy it was necessary to step up to cover for the Finance Manager whilst on long term sick, which required me to step in and assist with many aspects of the finance office that would not usually have been part of my remit. These included preparing reports, dealing with budget holders and payroll queries and timesheets and discussing individual requirements of the curriculum and step in and solve issues with the budget.

**Mar 10 – Aug 10 The One Group**

 **44 Commerce Road, Lynch Wood, Peterborough PE2 6LR**

I worked on a temporary basis for The One Group; I worked for them at Bauer as a relief receptionist and at Associated British Foods as a Helpdesk Call Logger for first line fault management.

**Feb 09 – July 10 Independent Financial Consultant**

 **Minerva Financial Services**

Set up my own business as an Independent Financial Consultant, recommend and arrange mortgages and associated protection for clients based on their personal circumstances. Liaise with external agencies, solicitors and other associated professions to negotiate the best services available for the client. This role required extensive training and to work in a compliant manner to ensure financial regulations were met.

**Aug 07 – Feb 09 Mortgage Broker (self employed)**

 **Highworth Financial Planning Ltd**

Working on a self employed basis as a registered individual of Personal Touch Financial Services I have attained Competent Adviser Status and have gained wide ranging experience of the independent mortgage market and expanded my knowledge of the protection industry.

**Mar 06 – Aug 07 Intermediary Services Advisor,**

 **Norwich and Peterborough Building Society**

Working within a team of seven and providing a telephone support, to mortgage brokers and the Society’s customers. Processing card payments and dealing with complaints and liaising with different brokers.

**Jun 04 – Mar 06 Collections Officer,**

 **Norwich and Peterborough Building Society**

I worked as part of a team of twelve to provide telephone support to customers, who were in arrears with their mortgage payments.

**Feb 01 – Jun 04 Customer Development Advisor in the Contact Centre,**

 **Norwich and Peterborough Building Society**

I worked in a busy call centre logging incoming calls and identifying potential sales opportunities.

**1982 – 2001 Various secretarial, administration, accounts, reception/telephonist and personal assistant roles.**

I had a variety of office based jobs as described above working for some of the larger companies in Peterborough, Perkins, Lloyds TSB, Norwich and Peterborough as well as smaller companies like Braidex, and Bennett and Fountain, I also undertook numerous temping assignments.

## Formal Qualifications

Institute of Financial Services (IFS) Certificate in Mortgage Advice and Practice (CeMAP) – QCF Level 3 Qualification

National College Certificate in School Business Management (CSBM) - QCF Level 4 Qualification

Institute of Administrative Management (IAM) Diploma in School Business Management – QCF Level 4 Qualification

GCSE History

GCSE Biology

GCSE English Language

CSE Typing with Audio endorsement

CSE Office Practice

CSE History

CSE English

CSE Biology

16+ Maths

RSA 1 Typing

RSA 2 Typing

**Work Based Training/Qualifications**

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| Interpersonal Skills | Via The Norwich and Peterborough Building Society |
| Letter Writing | Via The Norwich and Peterborough Building Society |
| Complaint Handling | Via the Norwich and Peterborough Building Society |
| Money Laundering online training | Via The Norwich and Peterborough Building Society |
| CIFAS – Debt Collecting Nov 05 | Via The Norwich and Peterborough Building Society |
| Introduction to Sage 50 | Via The Voyager Academy |
| Fire Marshall Certificate  | Via The Voyager Academy |
| Emergency First Aid Certificate  | Via The Voyager Academy |
| Safer Recruitment  | EPM |
| School Income Generation  | E M Direct |
| Managing Challenging Behaviour | CCC |
| Developing yourself as a Leader | CCC |
| Understanding leadership  | CCC |
| Support Staff Performance management  | CCC |
| Success in First Line Management  | CCC |
| Moving in to Leadership | CCC |
| Effective Use of Circles | Restorative Justice Council |
| Restorative Practices | Restorative Justice Council |
| Education Visit Co-ordinator (EVC)  | CCC |
| Sims Timetabler workshop | Education ICT |
| Sims FMS6 for new users | Education ICT |
| Sims FMS Asset Register | Education ICT |
| Sims Tidy Up | Education ICT |
| Sims Census Returns | Education ICT |
| Sims Basic and Advanced Reporting | Education ICT |
| Sims Attendance and Dinner Money | Education ICT |
| Reporting and Data Management | Education ICT |
| Success in your first management role | Hub Events |
| Level 3 Award in Health and Safety in the Workplace  | High Speed Training – Online |
| IOSH Approved Training for SBM;s | NASBM |

**School Governor Training Carried out**

**DATE COURSE**

17/10/2009 National Training Programme for New Governors - Induction Course

10/11/2009 Strategic Overview of School Finance

26/11/2009 The Education of Children in Care

03/02/2010 An Introduction to SEN' course code ISEN/01

26/04/2010 Monitoring your SEN Policy' course code MSEN/01

11/10/2010 Safeguarding Training for School Governors

02/02/2011 Financial Management and Planning

09/06/2011 Basic Performance Management - Governor Training

16/11/2011 Managing Staff Discipline

07/12/2011 New Chairs' Induction

17/01/2012 Update on Personnel management

07/03/2012 Ofsted Inspection - The Governors Role

26/03/2012 LA Budget Briefing for Schools

17/04/2012 Role of the SEN Governor - Governor Training

09/05/2012 Health & Safety for Governors

**Interests & Activities**

I am a family centred person and love to spend time with my children and grandchildren. I like to take long walks with my dogs taking pictures along the way with my new digital SLR camera, swimming, reading and listening to music.

**Referees:**

References can be provided if required.