

Jemima Potter

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Personal profile

A motivated and hard-working individual seeking to gain an entry level position where I can apply my existing skills and experience of administration within a Business Support environment. I have experience from within both public and private sector settings in administrative procedures, including filing systems, databases and financial processes and I also possess excellent communication and ICT skills.

Key Skills

- Excellent and proven customer service skills with the ability to communicate effectively with both customers and colleagues
- Computer literate with experience of databases and Microsoft packages including Word, Excel, Outlook and PowerPoint
- Effective team player with the ability to build good working relationships
- Highly organised and able to plan and prioritise my work load

Work Experience

October 2015 - Present

Administration Officer, Leicestershire County Council, Glenfield

Currently completing a work experience placement at Leicestershire County Council through the Get Set project. I provide administration and project support to the Communities and Wellbeing Volunteering team, supporting volunteers within Heritage, Libraries and Adult Learning. Key duties include:

- Maintaining and updating the volunteering database
- Responding to enquiries via email and telephone
- Updating social media channels
- Organising mail outs for over 600 volunteers
- Promoting volunteering opportunities via the Leicestershire County Council and Do-It websites
- Analysing statistical data for Senior Management Reports
- Processing invoices on the system Oracle
- Maintaining an efficient filing system

July 2013- October 2015

Sales Assistant, Shoe World, Oadby, Leicester

As a Sales Assistant my main responsibilities include:

- Providing excellent customer service
- Till work
- Merchandising and handling stock deliveries
- Upselling of products
- Cashing up the till and daily banking

Qualifications and Training

September 2013- July 2015

Liberty College, Leicester

A Level: English (B) Textiles (B) Geography (C)

AS Level: Maths (C)

September 2011- July 2013

Marmite Secondary School, Hinckley

11 GCSES grades A-C, including: English Language (A) Maths (B) Double Science (BB)

Achievements

- Acted as 'Head Prefect' at school during years 10 & 11
- Completed Silver Duke of Edinburgh Award in 2015
- Won 'Pride of Hinckley' Award for 'Young Volunteer of the Year' for contribution towards GetSet Youth Panel

Interests and Hobbies

Youth Ambassador for Leicestershire County Council's Get Set project, lending a 'young persons voice' to its direction and development. I have had the opportunity to support the development of a new film aimed to empower young people to take responsibility of their own job search process and have also participated in residential trips and confidence building workshops. I am also a member of the local netball team, regularly participating in tournaments and am currently training towards my Level 2 Coaching Award.

References available upon request

ANDREW SMITH

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PERSONAL PROFILE

A well-presented, hardworking, reliable and approachable individual who always strives to deliver excellent outcomes. Keen to gain employment within a Business Administration role, I am dedicated to producing work of a high standard and working to meet targets and outcomes. I have a keen eye for detail and can work accurately under pressure. I am a strong communicator with excellent organisation skills and am easily able to form effective relationships with colleagues and customers alike.

KEY SKILLS AND ACHIEVEMENTS

Communication Skills

- Generated sales totalling £13,749.00 over a 6 month period for EE, exceeding the target set by my employer, making me employee of the year. I utilised my verbal and written communication and listening skills to ensure all of my customers were dealt with efficiently, were fully informed of new products and services and any leads were tactfully pursued to ensure a sale.

ICT skills

- Completed a degree in Computing, achieving a second class honours. I implemented my learning to create and set up a new database and filing system electronically for all customers at Logistics Ltd, making cost savings of £1500.00 due to eliminating the need for outsourcing this task. The system was tailored to ensure all employees would experience ease of use, whilst being responsive to service needs.

Analysis/Research

- Supported my manager at Logistics Ltd to undertake a thorough analysis of the local market and area, identifying all competitors and products. This information was used in a report to secure further business funding for the company and to develop a sales and marketing strategy going forward.

CAREER SUMMARY

September 2015 – Present

Team Member

EE Limited, Leicester

My role involves supporting the Sales team to generate sales and income. My tasks include;

- Talking to customers face to face and dealing with their needs
- Taking cash and card payments for purchase of goods
- Setting up new customers with contracts and taking bank details
- Dealing with queries over the phone from customers and internal employees
- Maintaining databases so that they are always up to date with customers details
- Maintaining electronic and manual filing systems

May 2015 – September 2015

Data Entry Assistant

Logistics Ltd, Glenfield, Leicestershire

My role involved supporting the wider administrative team in providing ICT services to local schools. My tasks included;

- Completing accurate and efficient data entry tasks on to the central database
- Updating contact details of customers onto Excel spreadsheets
- Liaising with internal departments and providing information when needed
- Ensuring data protection was adhered to

January 2012 – April 2012

Volunteer Waiter

Cuppa's of Glenfield, Glenfield, Leicestershire

My role involved supporting the staff team to provide the best service possible so that customers enjoyed the experience and wanted to come back. My tasks included;

- Greeting customer to the cafe
- Taking orders from customers
- Working with the chef and cook team to ensure orders are prepared as requested
- Washing up
- Answering the phone to customers and potential customers and dealing with their enquires
- Taking payment by card and cash

TRAINING AND QUALIFICATIONS

August 2015 – October 2015

Global Edulink
Diploma in Office Administration and Reception - Pass

October 2012 – June 2015

University of Leicester
BSc (Hons) in Computing and IT - 2:1

September 2012

Glenfield Leisure Services
Coaching Level 2 - Pass

September 2010 – June 2012

Loughborough College
BTEC Level 3 in IT - Distinction x3

September 2008 – June 2010

Longslade Community College
8 GCSE's including Maths and English - A*- C

AWARDS AND MEMBERSHIPS

- Get Set Youth Panel – August 2013 - Current
- National Citizenship Service - June 2011
- Duke of Edinburgh Gold award – May 2011

INTERESTS

I enjoying playing both football and cricket, and have been an active member of local teams for over six years. Alongside this, I have been a Cricket Coach for children aged 8-11yrs in my local village for four years. I am a Young Ambassador for the Get Set Youth Panel; a high profile project supporting young people into employment. As part of this panel, I enjoy supporting their promotional campaign through creating posters and other forms of media.

REFERENCES

Available upon request

COVERING LETTER

Jemima Potter
18 The Pond
Hinckley
Leicestershire
LE10 3PY

Mr J Bloggs
Administration Manager
Heritage Team
Benford Museum
Iksthorpe
LE42 8RA

22nd May 2017

Dear Mr Bloggs,

Ref: Application for post number CW001

I write to apply for the role of Administration Assistant which was advertised on the Leicestershire County Council Website.

I am extremely interested in this role, as I recently completed a voluntary work placement within the service, and really enjoyed working with the staff and volunteers in the Heritage team. I feel that I made a valuable contribution to the department.

I enclose my CV which I trust you will find of interest, and I highlight the following:

- I provided administrative and project support within the Communities and Wellbeing team
- I have experience of using websites (such as LCC and Do-It) to promote volunteering opportunities, together with attendance at events such as job fairs
- I am able to produce accurate work of a consistently high quality as I have a high attention to detail. For example, producing mail shots to over 600 volunteers
- I am extremely organised, and use Outlook to work ahead of deadlines, to ensure I do not miss any
- I am flexible and am able to undertake a range of duties, and assist colleagues as needed.

I hope to have the opportunity to discuss these details at an interview. I look forward to hearing from you in the near future.

Yours sincerely,

Jemima Potter

EXAMPLE SUPPORTING STATEMENT

Previous administrative experience

I have over two years' experience of working within an office environment, and within an administration role. As the Business Support Assistant for the Leisure Services team at Charnwood Borough Council, I would provide administrative support to a team of twelve workers and our line manager. My role involved undertaking several administrative duties including;

- Dealing with phone, email and letter queries from customers using the Leisure Centre and members of the public
- Sending out emails and letters to internal and external customers and partners
- Filing documents both electronically and manually
- Taking minutes of team meetings and typing these up for circulation
- Maintaining and updating the centre's database with details of new customers and change of details for existing records
- Typing up various documents and reports
- Creating presentations on Powerpoint
- Scanning, copying and printing of office documents and promotional materials
- Ordering and purchasing stock and stationery
- Using finance systems to raise purchase orders and invoices
- Booking and servicing meetings

Having previously volunteered with Victim Support for over two years, I also provided administrative support to the paid staff there, including taking phone queries and messages, filing, collating data, updating databases and typing up reports.

Evidence of maintaining manual and electronic filing systems

As a Business Support Assistant for a busy and well used service in Charnwood, it was essential that I was able to work accurately and efficiently with large amounts of data relating to leisure centre customers and users. I was responsible for maintaining our filing systems both manually and electronically which involved filing away hard copies of registrations forms, identifications documents and information on bank details in alphabetical order, and scanning these hard copies onto our systems for filing away in electronic folders. I regularly had to deal with personal details and sensitive information relating to customers so it was imperative that I worked within Data Protection and Information Security protocols to ensure all databases were maintained in line with these.

As part of my role, I supported my manager with setting up a new system for under 16's where we also had to ensure that our database reflected details for parents and gathered consent for younger users of the gym. I was able to take a methodical and timely approach to ensuring the databases were updated regularly so that the most up-to-date information was available for the team at all times.

Experience of working with diverse partners using multiple forms of communication

Working for Charnwood Leisure Services and volunteering with Victim Support has brought me into contact with diverse partner organisations. These organisations have included schools, colleges, universities, local youth groups, Police, Social Services, other Leisure Centres from around the County, Charnwood Borough Council and Leicestershire County Council. My work has involved communicating and meeting directly with representatives from these organisations to ensure project objectives are met.

In working with these partners, I have had to implement various methods of communication to meet the needs of both our and the partners organisations services. I have used emails to send and receive important documentation, to set up meetings and share updates. I have also supported my colleague with managing Charnwood Leisure Services social networking sites (Facebook and Twitter). This has involved linking in with partner organisations, sharing good work practice and case studies and ensuring this communication method is brief and targeted. I have frequently dealt with partners over the phone and by letter which have over time, helped me to hone the excellent written and verbal communication skills I have today. I have been responsible for creating promotional materials to publicise our work and activities including designing newsletters, posters, leaflets to communicate our services to the public and partner organisations.

Whilst with Charnwood Leisure Services, I would support the annual Summer Fair in Loughborough by preparing for and holding a stall to promote our services to the local community. During these events I would actively seek out and engage with community members to inform them of our products and services, and take expressions of interest for potential memberships.

Knowledge of key local and national projects/organisations which provide work experience/IAG

Having lived and worked in Leicestershire for over four years, I have built up a good knowledge of local services and agencies. I have utilised or worked alongside some of these myself in both my personal life and working life. I am aware of the various project activities that the Department for Work and Pensions, Job Centre Plus, Princes Trust, Talentmatch and Prospects provide to customers around employment, education and training. I have a good understanding around volunteering, work experience, traineeships and apprenticeships and the various career progression routes available to individuals. I also have had experience of working with organisations such as Remploy and Apex in supporting more vulnerable groups into employment-related opportunities. At Victim Support, I also supported a small group of service users with updating their CV's and job searching so I have some insight into skills and knowledge that are required by services providing this support.

Word processing and ICT skills/Able to use Microsoft Office packages and databases

Throughout all of my education and work, it has been an essential requirement that I have been able to confidently and effectively use Microsoft packages. I am adept at using Word and have used this extensively for typing up essays and assignments, reports, letters and various other work related documents. I have utilised Excel for creating and maintaining spreadsheets of financial spend and for filtering large amounts of data. I have used Access for creating and maintaining databases. I have used PowerPoint for creating presentations which I have gone on to deliver myself at university, and for colleagues to deliver at conferences and training days. I have also used both Publisher and Adobe Photoshop for creating posters, leaflets, newsletters and other promotional materials to publicise our work. During my employment, I was also trained on different aspects of providing ICT support to my team including training on website maintenance and using new software designed to track customers journeys in accessing our services. I also learnt how to use the council's finance system to procure and purchase goods, raise purchase orders and invoices. I have been able to learn these new systems quickly and implement my learning into my work.

Good verbal and written communication skills

I am confident that I have a good standard of verbal and written communication skills. Throughout my education, I have excelled at coursework requiring good levels of English and have achieved good grades for written and verbal work. I have been able to hone and develop these skills through my volunteering and work experience. As a volunteer with Victim Support, I undertook basic counselling skills training which helped me to become very self-aware and use my communication skills effectively to support victims of crime both face-to-face and over the phone. It was essential that I was able to build a rapport with our clients over the phone at first, then to ensure I was able to sustain relationships going forward, and my verbal communication was integral to this. As I was frequently dealing with matters of a highly sensitive and legal nature, it was important that I was able to communicate any messages or information clearly and accurately to our clients and to our team. This also included writing up case records of all contacts relating to a client onto a central data management system. As part of this role, I also drafted reports for multi-agency meetings attended by the local council, Police and voluntary sector partners. I would often have to then relay the information from the report in person to all in attendance verbally.

Ability to produce accurate, high quality work / Able to analyse large quantities of statistical data and information

Whilst volunteering with Victim Support, I supported the administration team with collating information on all service users to be included in the annual report for the organisation across Leicester and Leicestershire. As part of this process, I would gather data on addresses/locations, nature of the crimes they have been victims of, age, ethnicity, sexuality, religion, disability and the type of support they accessed through us (face-to-face, phone, email). Using this information, I would then collate into required streams and filter this to produce accurate statistics on each area. I understand the importance of working accurately and carefully through this information, to ensure a true reflection of the work undertaken is produced. The information I would compile was used by senior management to be included in the annual reports, which were then presented to funders.

During my time with Charnwood Leisure Services, I would often produce quarterly newsletters which needed to outline to partners our most up-to-date stats on customers and finances. I would also have to provide a narrative report, so I am adept at producing work which is of a consistently high quality.

Able to work successfully both within a team and independently with minimum supervision

I firmly believe that I have been successful within all of the teams I have supported due to my strong ability to build relationships. I am a helpful, supportive and adaptable person that gets along easily with others. At Charnwood Leisure Services, I worked as part of a busy team of 16 staff, including Sports Workers, Managers, Reception staff and Administrators. I was always able to contribute well to the team, sharing new ideas during team meetings and team building days, and supporting my colleagues during the regular working weeks. As a team member, I am always clear on my role and responsibilities and how I fit in the team, and am aware of the impact my role/work has on the wider service.

Whilst at Victim Support, I was required to often work on my own due to the team structure. Many workers would often be out on visits, or on call. During my time here, I would ensure I checked in with my supervisor to set targets and priorities, ensuring I was clear on expected outcomes, and I would then spend significant amounts of time working on my own to deliver high quality work and reports. I am able to work on my own initiative without the need for frequent supervision.

Good organisation skills with the ability to prioritise work and meet deadlines

I possess strong organisation skills which I have utilised throughout my education and work history to ensure success. An example of this is when I completed my university degree, and worked part-time as an Administrator at the University alongside this. Having completed numerous assignments and pieces of coursework, all with competing deadlines, I was able to manage my time and workload effectively to plan ahead and organise tasks. It was essential that in order to successfully complete my degree to the best of my potential and sustain my job, I was able to work by prioritising tasks in order of deadline and importance and then working flexibly on other pieces of work to ensure all were completed.

I use various tools to stay organised including the Outlook calendar, a diary, to-do-lists, action and work plans. I always communicate and liaise with my team mates and manager to ensure I am aware of priorities and deadlines so that I can plan my work accordingly.

Demonstrates a flexible approach to meet changing demands

I am able to work on multiple work streams and projects whilst being able to adapt to situations based on need. I strongly believe I have a flexible approach to my work, and that this has been an important factor in my success thus far. During my time with Charnwood Leisure Services, I would often man the busy front desk whilst also completing administration duties and projects. During a typical day, we would experience high volumes of visitors and queries, face-to-face, by phone and by email. It was imperative that in order to deliver an excellent standard of customer care, I was able to work flexibly to deal with matters as and when they would arise and manage my own administration workload around this.

I am a flexible employee that is happy and willing to support my colleagues and manager as needed to ensure that the needs of the service are paramount and that targets are met and outcomes delivered.

An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations

I am aware that Leicestershire County Council has an Equal Opportunities Policy in place, and outlines the duty of anyone employed by the Council. I would adhere to this policy at all times. Within all of my previous work experience, I have strived to contribute towards an accessible service to all and have a good understanding of discrimination and the many forms it can take. I would never discriminate against others on the basis of their gender, age, sexuality, ethnicity, religion or disability issue. At Charnwood Leisure Services, I would always ensure that any meetings I booked for customers or partners, took into consideration any adjustments that would need to be made or available. Examples of these include; ensuring all dietary needs are catered for to reflect religious needs, ramps are made available for wheelchair users, large print documents were printed for a colleague who was partially sighted and a hearing loop was enabled for a conference where we had a partner with a hearing impairment.

Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010

I have a physical disability issue which does not impact on my ability to undertake the duties outlined within the job description. Previous employers have made reasonable adjustments and I feel confident that I will be able to communicate these needs to any prospective future employer so that these adjustments can be implemented within a new work environment.