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## ADMINISTRATION / P.A. - IT - HRM

Possessing wide-ranging "problem solving" experience mainly within management, finance, personnel, and I.T. Now looking to make a continued and significant contribution for a forward thinking company that needs a multi-skilled, multi-tasking manager / administrator within a team working environment.

## AREAS OF EXPERTISE

- Business Planning
- Finance / Financial controls
- Information Technology
- Sage: Line 50 & Payroll
- HOBS
- Credit control
- Personnel management
- Health service administration
- Business administration
- TAS Accounting
- Debt management
- Change management
- Payroll (BACS)
- Quality Assurance
- Basic counselling

## PROFESSIONAL DEVELOPMENT

<b>CIPD</b>	Certificate in Personnel Development	2003
<b>ECDL</b>	European Computer Driving License	2003
<b>NEBS</b>	Certificate in Management	2002
<b>NEBS</b>	Management In The Voluntary Sector	2003
<b>Diploma</b>	Performance Coaching	2002
<b>HNC</b>	Business Administration	1983-85

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### OFFICE MANAGER

*Nov 03 - Present*

#### Security Systems and Alarms Ltd.

My critical input to this organisation is best described at interview due to agreeing to a confidentiality clause on leaving. In short however, this position turned out to be an interim management, trouble shooting and problem solving appointment.

#### Planning, training and development:

- Developed realistic targets that enabled staff to achieve organisational objectives.
- Produced reports and provided advice to the C.E. and the Board that kept them abreast of all financial, managerial, staffing and service delivery issues.
- Developed individual training and development plans for all staff.
- Wrote quality procedures and job specifications for each member of staff.
- Developed good employment practices, and ensured SSAIB complied with employment legislation.

#### Financial Management:

- Implemented new, efficient working practices that ensures the SSAIB is properly financially managed.
- Prepared and developed new budgets and a new 5-year business plan.
- Reduced bad debt from 129 K to just over £34 K.

#### Staff Management:

- Took the lead role (CIPD) in re-writing Contracts of Employment.
- Wrote and developed a numerous employment policies including a bespoke Health & Safety policy.

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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS BY CAREER FUNCTION

### FINANCE / IT AND PERSONNEL OFFICER (Grade 6)

Nov 98 - Nov 03

#### Citizens Advice Bureau, South Tyneside

Responsible for various functions (below), including a complete administrative support service to both the Executive Committee and Management Committee, producing a number of financial reports for their use. I also offered PA support to the Bureau Director.

#### Financial Management:

- Operated and maintained computerised TAS accounting and manual systems.
- Produced all financial reports for the Executive and Management Committees. Worked with auditors, preparing reports on pre-payments and accruals. Assisted in the preparation of annual accounts.
- Prepared annual budgets and project cash-flow forecasts with the Treasurer.
- Prepared new funding bids, and provided financial, staffing costs and capital needs information.
- Reconciled 2 bank accounts online on a daily basis.
- Prepared all VAT returns and negotiated re-claim values with Customs & Excise.

#### Payroll (TAS, BACS):

- Managed all aspects of the monthly payroll (TAS Payroll Manager).
- Ensured staff pay-rates were maintained at the correct levels.
- Produced reports for the Executive and Management Committees and advised the Bureau Director.

#### Personnel:

- Maintained all personnel records: Prepared financial costings associated with new posts. Prepared job descriptions, personnel specifications and personnel records such as the contract of employment.
- Developed and maintained personnel database specific to the organisations needs.
- Developed a 'Staff Handbook' that was introduced into the Bureau in September 2003.

#### Administration:

- Developed, implemented and monitored a range of administration procedures and standards.
- Introduced new working practices within the office environment.
- I offered guidance and support to the clerical officers across a multi-site organisation.
- Secured training providers, specifically aimed at our clerical staff.

#### Information Technology (ECDL Holder):

- Ensured that all IT equipment is purchased as appropriate and maintained in good working order.
- Installed and removed various packages, involved in building, repairing and maintaining of hardware.
- Systems Manager for the one Server at Whitley Bay, also responsible for associated security issues.

#### Early Career Summary - North Tyneside Citizens Advice Bureau

Volunteer Trainee Generalist Adviser	(Apr 01 to Nov 03)
Financial Consultant implementing new computerised financial systems	(Feb 99 to Mar 01)
Helped establish and run a small café	(Oct 97 to Nov 98)
Team Co-ordinator	Moray Health Services (Apr 96 to Oct 97)
Personal Secretary (Grade 3)	Moray Health Services (Aug 94 to Mar 96)

## VARIOUS COURSES (COMMENSURATE WITH KEYS SKILLS)

PAS, TAS Accounting / Payroll. Tax Credits, SSP, SMP, Paying Employees, End of Year Returns, Paying Expenses, Benchmarking, Employment Law, Basic Counselling. Budgeting, Funding Applications, Auditing, Interviewing, Training for Trainers, Research Methods, Supervision, Course Design, Coaching, Report Writing, Project Management Cycle, Disability Training, Data Protection Act, Facilitation Skills, various SAGE certificates.

#### Personal:

Marital status: Single, Born: 1955, Driving: Full Clean licence.

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