



## PERSONAL PROFILE

During my working career I have learned how to interact with others from various diverse and cultural backgrounds thus giving me excellent customer service skills. I have also gained excellent computer and administration skills. Those who know me say I am hard working, compassionate, bright and honest. My work skills include excellent interpersonal skills, multi-tasking and working to deadlines in an organised and efficient manner. I believe that life is best lived with enthusiasm, optimism and with a genuine care for others. These are things I would bring to my work. An organisation who will give me the start I am seeking will get a really dependable, capable and responsible employee.



## QUALIFICATIONS

- 1st Honor degree in Psychology with Sociology
- TQUK Level 3 Award in Education and Training
- Current full DBS check
- L3 Advanced Safeguarding
- L3 Mental Health Awareness
- L2 Information, Advice and Guidance (IAG)
- Computer Skills - Proficient in Microsoft Office packages: Word, Excel, Power point and Outlook
- College systems including Pro solution, OneFile, Smart Assessor, Pro achieve, Pro engage (CRM) and Skills builder (PREVENT, Safeguarding, Information and Guidance, Equality & Diversity, Keeping Young People Safe, Looked After Children, E-Safe, Student Finance, SMART Targets, Collaboration and Feedback, Health & Safety, Fire Awareness)
- Level 2 FS Math and English
- IOSH Working Safely



## EMPLOYMENT

### Business Development Manager | Barking & Dagenham College

DATES FROM MARCH 2023 – TO OCTOBER 2024

Key Skills: Sales & Marketing, Client Relationship Management, Business Development, Program Management, Stakeholder Management, Data Analysis, Compliance & Regulatory Knowledge (OFSTED, ESFA), Communication (written and verbal), Negotiation, Problem-Solving, Mentoring & Coaching

#### Business Development & Sales

Significant Revenue Generation: Consistently exceeded sales targets for apprenticeships, increasing revenue and expanding market share across multiple sectors. Forecasting and budgeting.

**Lead Generation & Client Acquisition:** Proactively generated leads through cold calling, networking events, and targeted marketing campaigns, resulting in a substantial increase in new clients.

**Client Relationship Management:** Developed and maintained strong, long-term relationships with a diverse range of employers, fostering loyalty and repeat business. Extended reach to new geographical areas within London boroughs.

**Strategic Business Development:** Identified and pursued new business opportunities, including new markets, growth areas, and partnerships, contributing to overall organizational growth.

**Market Research & Analysis:** Conducted thorough market research to identify trends, understand customer needs, and inform strategic business decisions.

## Operational Excellence & Management

**Program Management & Compliance:** Successfully managed a large portfolio of apprentices, ensuring their timely completion of programs while maintaining full compliance with ESFA and OFSTED regulations.

**Teamwork & Collaboration:** Effectively collaborated with cross-functional teams (curriculum teams, employers, assessors, and external agencies) to achieve shared goals and resolve issues.

**Apprentice Support & Guidance:** Provided comprehensive coaching, mentoring, and guidance to apprentices, ensuring their success and satisfaction throughout their apprenticeship journey. (Mention any specific programs you implemented for this).

**Data Analysis & Reporting:** Proficiently tracked apprentice progress, analysed data to identify areas for improvement, and used insights to inform strategic decision-making using college systems.

**Stakeholder Engagement:** Effectively communicated with a wide range of stakeholders, including employers, apprentices, parents, and external agencies, addressing concerns and ensuring positive relationships.

**Leadership & Management:** team leadership, performance management, mentoring, coaching, staff development, conflict resolution, strategic planning, decision-making.

**Human Resources:** Recruitment (full-cycle recruitment, interview techniques) employee relations, performance management, compliance (e.g. employment law, health & safety regulations) training and development, on boarding.

**Recruitment:** sourcing candidates, screening applications, conducting interviews, managing offer process, on boarding new hires.

## **Apprenticeship and Partnership Manager | New City College**

DATES FROM SEPTEMBER 2019 – TO MARCH 2023

- ❖ Successfully managed the retention, progress, and timely completion of approximately 180 apprentices across diverse trades (Carpentry, Bricklaying, Plumbing, etc.), achieving a good completion rate.
- ❖ Ensured apprenticeship program compliance with ESFA and OFSTED regulations, including thorough documentation and participation in audits.
- ❖ Collaborated effectively with employers, curriculum teams, and assessors to provide comprehensive support and address challenges impacting apprentice success.
- ❖ Advised levy and non-levy employers on apprenticeship funding options and program requirements, facilitating successful program enrolments.
- ❖ Contributed to the development and implementation of new apprenticeship standards across the college group.
- ❖ Managed the End-Point Assessment (EPA) process, including scheduling and liaising with EPA organizations.

## **Apprenticeship Coordinator | New City College**

DATES FROM JUNE 2018 – SEPTEMBER 2019

- ❖ Provided comprehensive guidance and support to apprenticeship candidates, from initial application to successful enrolment, ensuring placement in suitable programs based on individual needs and qualifications. Managed the complete apprenticeship enrolment process, including employer visits, health and safety assessments, and ensuring compliance with all relevant regulations.
- ❖ Offered ongoing coaching and mentoring to apprentices and employers, addressing skills development, 20% off the-job training, EPA requirements, and functional skills needs.
- ❖ Proactively monitored apprentice progress using OneFile, intervening and providing support to address any challenges affecting progress.
- ❖ Maintained meticulous records, ensuring all enrolment and program documentation met ESFA and OFSTED compliance standards, actively contributing to annual audits and DfE employer satisfaction

surveys. Managed the scheduling of qualification exams and the entire EPA process, ensuring timely and effective completion.

### **Progress Coach/ Safeguarding Officer | New City College (Formally Havering College)**

DATES FROM AUGUST 2016 – JUNE 2018

- ❖ Provided comprehensive pastoral care and support to learners at the Rainham Construction Campus, addressing both academic and personal well-being.
- ❖ Maintained consistent engagement with learners through weekly tutorials and individual meetings, proactively identifying and addressing challenges.
- ❖ Actively participated in various meetings, including disciplinary meetings, LAC meetings, and care reviews, collaborating with relevant stakeholders to support learners' needs.
- ❖ Effectively liaised with parents and external professionals, including social workers, Youth Offending Teams (YOT), Local Education Authorities (LEA), and Multi-Agency Safeguarding Hubs (MASH), to provide holistic support.
- ❖ Provided effective signposting to internal college departments and external agencies, ensuring learners received appropriate and timely assistance.



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## **REFERENCES**

Available upon request