

# Emma Fletcher

Experienced and qualified Administrator, Recruitment Advisor and Leader, currently working for a local Training Provider. I have extensive experience of working within education, dealing with learners, employers and all aspects of the paperwork involved. Throughout I have been committed to personal development, obtaining an NVQ in ILM Team Leader/Supervisor, Learning and Development, Administration and Customer Service.

I am highly motivated, hardworking and enjoy adapting to new challenges. I am dedicated to continuous personal and professional development. Excellent communication skills have been instrumental in building strong relationships with colleagues, Learners, and employers, fostering a collaborative and effective team environment. Passionate about supporting and motivating teams, I excel in helping individuals hone their skills, driving both personal and organisational success.

## EXPERIENCE

### Learner Engagement Advisor

Prostart Training  
February 2023 – Present

Main responsibilities of this role are:

- Interviewing all potential learners
- Attending career shows
- Carrying out learner enrolment
- Sourcing work placements
- Carrying out company vetting on new employers
- Liaising with employers to advertise their vacancy

### Quality Assurance Officer and Programme Co-Ordinator

Prostart Training  
September 2018 – February 2023

Main responsibilities of this role are:

- Checking and inputting of Assessor work
- Organising the Traineeship programme
- Liaising with Tutors

### NVQ Assessor

Prostart Training  
April 2005 – August 2017

Main responsibilities of this role are:

- Deliver the Administration and Customer Service Qualification
- Caseload of learners responsible for
- Monthly site visits to different companies
- Reviewing learner progress
- Ensuring timely success for all learners on board

### Administrator

Prostart Training  
October 2003 – August 2005

Main responsibilities of this role are:

- Data inputting, filing, photocopying
- Work on reception/telephone/dealing with customers

References available on request

## CONTACTS

Mobile: 07923273056

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## EDUCATION

ILM Team Leader / Supervisor Level 3  
IOSH Managing Safely  
NVQ in Customer service Level 3  
Information, Advice and Guidance Level 3 units  
NVQ in Administration Level 3  
Application of Number Level 2  
NVQ in Learning and Development Level 3  
Introductory Cert in First Line Management Level 3  
Working with Others Level 3  
NVQ in Customer Service Level 2  
NVQ in Administration Level 2  
Information Technology Level 2

## SKILLS/ EXPERTISE

Business Administration  
Learner Engagement  
Process Improvement  
Customer Service/ Communication  
Stakeholder Engagement  
Project Management  
Task Management and Prioritisation

## HOBBIES AND INTEREST

I enjoy training at the gym 4 times a week and I'm passionate about self-improvement. I love live music and festivals. I enjoy hiking in the Peaks and going for long weekends away. In my spare time I enjoy fashion which I like to promote across social media platforms. I also love to eat out