



Jane Goble – JG Admin Services

Roles undertaken to date

Summary of my skills and attributes gained and strengthened throughout my career:

Executive/Personal Assistant/Secretarial: key Directorship/Senior Management Team (CEO; CFO; Partner; MD; Divisional)

- ◇ P/EA basics:
 - ◇ First line communication: Screening emails, post and telephone calls, meet and greet ;
 - ◇ Diary Management – 1:1 and team;
 - ◇ Travel Arrangements (International and domestic inc visas and permits);
 - ◇ Meeting Organisation and Minute Taking (board level and below);
 - ◇ Secretarial - Dictation, Audio, Copy – Legal/professional documentation to correspondence
- ◇ Advanced:
 - ◇ Representation in absence (meetings, 'delegated in absence' – division; company);
 - ◇ Letter and report compilation - from briefing/own initiative;
 - ◇ Representation in day to day Management (staff; office issues)
 - ◇ Inter-departmental liaison
- ◇ Presentation work: Natural artistic flair that ensures all elements displayed to best advantage
- ◇ Research: Investigation; data interrogation and; providing written reports on findings
- ◇ Legal: Documentation; Paralegal activities
- ◇ Editor: Written and compilation – Monthly newsletter; annual review magazine
- ◇ Organising Team Events: Corporate, Strategy Days, Christmas Quiz/Lunch

Office/Facilities Management; Departmental Organisation; Administration Lead

- ◇ Management: Professional Office (Day to Day); Security; Telephony, IT and Retail
- ◇ Short Course Management: Viability; scheduling ; resources; facilities; enquiries and enrolment; advice and support to day release students and work providers alike
- ◇ Development: Strategy Development; Designing/building administrative systems
- ◇ Communication: with Landlord; Suppliers and Professional services; Customer Service (complaints management); IT Support (Internal and External)
- ◇ Administration roles: Telephony/Reception, filing (electronic, legal, archive and security disposal), Customer Service and post room
- ◇ Database (CRM and other): Data Protection and record keeping
- ◇ Staff Management/HR: Time management, guidance and general discipline; Staff morale (everyday); Mentorship to new staff; recruitment, appraisals, attendance and holiday recording; Organising non-administrative staff nationwide (remote working co-ordination)
- ◇ Office Compliance: Health & Safety; Environmental accreditation (OHSAS 18001/ISO 14001)
- ◇ Office Layout/relocation: from proposal to planning, scheduling and implementation; Managing branch closure effectively (minimum disruption)
- ◇ Financial: Raising and reconciling invoices / generating inter-departmental re-charge reports / reconciling bank statements and expenses / calculate and generate payments / Budgeting / Purchasing/ Petty Cash
- ◇ Logistics/Shipping: Creating effective systems and structures, working with commodity codes and temporary import protocols

IT; Customer Liaison and Misc

- ◇ Project Management: IT Systems Development team
- ◇ Strategy: Involved in the planning and identifying needs for new, bespoke IT systems
- ◇ Training: Induct new staff - MS Windows packages and bespoke systems



- ◇ Helpdesk Support: First-line response for IT Support (network/hardware/software); MS and bespoke systems (internal and customer base)
- ◇ Customer Liaison: via telephone and in person; staff advice to resolving complaints
- ◇ Representation: Representative on the committees (QA; IIP; Educational)
- ◇ Extraprofessional: Promotional murals; staff morale: kids parties; Summer barbecues; Christmas panto; Charity supporting activities

Personal Attributes

- ◇ Self Starter; able to make decisions and responsibility
- ◇ Work unsupervised but also a team player
- ◇ Efficient and diligent ensuring the task is completed
- ◇ Good communicator with excellent interpersonal skills
- ◇ Accomplished, dynamic and confident
- ◇ Confidentiality: Discrete, Loyal and Trustworthy
- ◇ Superb Organisational Skills
- ◇ Artistic: able to ensure that the work is presented to its best advantage
- ◇ Extremely strong work ethic; dedicated to achieving the best results (not a clock watcher)
- ◇ Able and willing to work remotely
- ◇ Work to tight deadlines
- ◇ Caring disposition
- ◇ CRB certificate held - enhanced Adult and Child

to an advanced level
Agency tests – scores
average. 98%

Technology & Communications - Computer packages

- ◇ Microsoft Office Package v. 6.0 / '97 SR-1 / 2000 / XP 2003 / 2007
Word/Excel/Outlook/PowerPoint/Access - **Advanced**
- ◇ MAC Packages – Entourage and office suite – experience of working with the MAC interface
- ◇ Microsoft Visio 2000 SR1 / 2003
- ◇ Microsoft FrontPage 2000 / Publisher 2007
- ◇ Microsoft Project 2000
- ◇ Adobe PageMaker v. 4.0 / v 6.5
- ◇ Paintbrush/Microsoft Paint/Paint Shop Pro 5
- ◇ Pegasus Mail for Win32 / Lotus Notes
- ◇ In-house bespoke and off shelf database packages (numerous – CRM / fulfilment / publishing, sales, etc)
- ◇ Various specialist packages (Target², Connect², Report Writer, Gravograph, etc)
- ◇ Sage Line 50 – Job Costing v 2008
- ◇ CMIS and SIMS – School databases

Training - numerous courses in:

- ◇ IT - Agency tests in MS – **scores averaging 98%**
- ◇ Secretarial/HR – Staff Management
- ◇ Shipping - Export and Import 2010-2011
- ◇ Instructor Training
- ◇ Safeguarding children – safe recruitment