

Curriculum Vitae - Joanna Curtis

Personal Profile:

In 2020, I relocated to Kent from London and my last two substantial roles were managing training & development for all staff & a 'Go To' for Subcontractors. Prior to that, I was the HR Manager / Executive level PA for 13 years. I requested the change in July 2020 to facilitate the move.

I would describe myself as meticulously organised / self-motivated & a quick logical thinker, which helps me to meet deadlines and targets and where possible exceed expectations. I have been described as a good problem solver / approachable with a bright & positive attitude. I understand the importance of being presentable at work and I am comfortable in communication across all levels.

I always try to use initiative by drawing on the 25+ years of work experience that I have. I look at ways of improving the operations of my role to ensure efficiency and smooth running of the workload (to ultimately save time & money). Whether it is a simple spreadsheet to bring information together or an online portal.

I have worked within various administration / accounting and management roles and have a CIPD and Pitman / RSA qualification, with a typing speed of 65/70wpm.

I am a qualified Mental Health First Aider and this is something that I am extremely passionate about. I have also completed a DSE Qualified Assessor course, which means that I am able to carry out the Assessments on staff workstations to ensure they meet the necessary requirements.

I have a full UK Driving Licence and my own car.

QUALIFICATIONS & TRAINING

Training Provider/College/School

Course

enricoSmog Practioners
St Johns Ambulance
Crisis at Christmas
Pro 3 Training
Bromley College
Orpington College
Blackheath High School

DSE Qualified Assessor
Mental Health First Aider
Level 3 Food Safety Hygiene
TAQA (A1) Assessor
CIPD Certificate in Personnel Practice
RSA Secretarial Skills – Distinction / Pitman shorthand
GCSE's (Maths and English)

Computer Packages:

Word (Intermediate)/Excel (Intermediate)/Powerpoint/Microsoft Outlook/Sage HR

PROFESSIONAL EXPERIENCE

TRAINING COORDINATOR (CONSTRUCTION)

I was solely responsible for the training of all staff & subcontractors and my main duties were:-

- Training for all staff (approximately 400+ courses a year with 110 members of staff) including all CSCS cards
- Being the "Go To" for all training enquires. Finding solutions to issues and implementing
- Apprenticeship training / maintaining good working relationship with local colleges
- Liaison with 20+ training providers sourcing the best courses, training venues and negotiating reduced rates without jeopardising the service. Maintaining good professional working relationships
- Management of training feedback surveys, analysing the data
- CITB Grant recovery. This is data input of 100+ courses and managing remittances – chasing money when not received to resolve any issues. Keeping up to date with any changes and making HOD aware / coming up with ideas.
- Managing all Pre-Qualification Questionnaires for training providers to ensure compliance with company requirements
- QA Process – writing all processes for training and keeping these updated
- Initiatives – responsible for looking at initiatives for operational change to ensure that the training function works as efficiently as possible

HUMAN RESOURCES MANAGER INCL. TRAINING & DEVELOPMENT/PA TO MANAGING DIRECTOR (CONSTRUCTION)

I was solely responsible for running all aspects of HR for 120 members off staff, in summary, my main duties were:-

- Absence Management / Occupational Health
- Training and Development
- Recruitment and Selection
- Graduate Recruitment and management of relationship with all Universities across the UK
- Apprentice Recruitment and management of relationship with Colleges
- Staff wellbeing and retention
- Advisory for Managers
- Liaison with company solicitor
- Events Organisation (company and client events)
- Management of LinkedIn Account
- Management of the CITB Account and grant system
- Management of Private Healthcare
- Mental Health First Aider
- Responsible for HR Employment law updates and implementing change
- Full PA duties to the Managing Director to ensure efficient and smooth running of his workload / work life.

TEAM SECRETARY (ASSET MANAGEMENT)

- Complex diary management / meeting room booking / travel
- Transcribing dictation & copy typing – creating own correspondence
- Creating and sending out mail merges
- Ensuing Asset Managers receive up to date reports and then obtain relevant documentation from solicitors and agents to in order to instruct solicitors to whichever parties are involved.
- Fielding phone calls and actioning or passing on to correct team member
- Taking minutes at monthly management meetings and issuing for action
- Management of company database

PA TO DIRECTOR (ARCHITECTS)

- Providing full PA support including copy, audio typing and shorthand
- Extensive diary management
- Creating reports, general correspondence and all other written communication including legal documentation such as certificates and valuations
- Assist Director in management of time and work priorities
- Management of invoicing and debtors
- Preparing cost reports for management meetings
- Client liaison
- Management of staff timesheets to prepare WIP sheets
- Communication – ensuring Director is aware of any issues and discussing the action needed to resolve them
- Maintaining company database of all contacts
- Potential new clients – dealing with all new enquiries from the general public

PA TO TWO DIRECTORS AND AN ASSOCIATE DIRECTOR (SURVEYORS)

OFFICE ADMINISTRATOR (INDUSTRIAL TAPE SUPPLIER)

JUNIOR SECRETARY (PROPERTY DEVELOPERS)

TELEVISION EXTRA - Lee's People (Advertising Agency)

The Bill, London's Burning & a number of BBC films.

CASHIER (SUPERMARKET)

WAITRESS & KITCHEN ASSISTANT (RESTAURANT)