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**PERSONAL STATEMENT**

A loyal, reliable, hardworking professional with a vast number of skills and abilities. During my time with the various companies I have worked for in the past, I have developed into a highly organised, focused, determined and supportive team member and have worked my way up through the ranks into leadership roles with most of these companies. My main assets are my communication skills with all team members and customers, excellent administrative abilities and my organisational and time management skills. My ability to work with and for colleagues of all levels has ensured that I have been an effective and valued employee. I always strive to meet targets and objectives and have excellent planning skills that help me to consistently achieve. Most recently I have been working as an Operations Manager for a small independent training provider and have recruited, trained and managed a team of 8 Apprenticeship Mentors. I am a subject specialist in recruitment and manage the Apprenticeship Standards for Recruitment Level 2, Business Administration Level 3, Team Leader-Supervisor Level 3, Sales Executive Level 4, Operations Manager Level 5 and I also manage the Level 2 Cert RR and Level 3 Cert PRP Recruitment Qualifications.

**KEY SKILLS/ATTRIBUTES**

* Handling Information – Processing, analysing and reporting information.
* Organising – Meeting deadlines, using resources effectively and thoroughly.
* Communicating – Face to face, telephone, email, letter, excellent speaking and listening skills.
* Working with others – Planning, motivating, leading, encouraging and praising.
* Using initiative, analysing problems and taking action.
* Management: Apprenticeship Mentors, hospitality management, recruitment temps desk management and learner caseload management.

**CURRENT EMPLOYMENT**

**Recruitment Juice**

**Operations Manager and Lead Designated Safeguarding Person**

**January 2020 - Present**

• Managing a team of 8 Apprenticeship Mentors

• Conducting Apprenticeship Mentors 1:1 monthly caseload reviews and 6-monthly progress reviews

• Management and monitoring of timely achievement rates and reporting to the team and SMT

• Planning and delivering standardisation and team meetings

• Creating delivery models, schemes of work and session plans for each standard

• Creating engaging resources/webinars for delivery

• Managing the onboarding process for new learners, ensuring it is timely, efficient and compliant

• Managing the funding for new learners and communicating with clients to ensure funding is processed timely

• Dealing with customer complaints to a satisfactory outcome

• Creating delivery models, schemes of work and session plans for each standard

• Responsible for safeguarding of all learner and staff members

• Compliance with ESFA, DFE and Ofsted requirements

**Recruitment Juice**

**Recruitment Programme Mentor – June 2018 – Jan 2020**

• Supporting learners who are undertaking Apprenticeships in Recruitment

• Providing learners with information and guidance

• Working to specific quality and completion targets

• Deliver Apprenticeships in Levels 2 and 3; conduct 1-1 sessions with Managers, leading informal / professional discussions and exploration of latest industry trends and sharing experiences.

• Record professional discussions on specific units / topics based on knowledge, independent research and reflective accounts.

• Visiting/observing learners in their place of work to gather quality evidence towards their qualifications.

• Gathering electronic evidence and conducting telephone professional discussions.

• Managing my diary efficiently to ensure timely visits and reviews are conducted.

• Organise and maintain documentation on learners` progress.

• Overcome barriers to learning and adapt delivery to meet learner`s need.

• Work to learner review and completion timescales.

**The British Institute of Recruiters**

**Trainer Assessor/Trainee IQA - September 2017 – June 2018**

I was employed to work as a Trainer-Assessor/Trainee IQA but also took on a range of managerial, operational and quality roles. The company was growing very quickly and I contributed to that growth by helping to recruit, train and manage in excess of 20 Freelance Tutors. I did not want to stop practicing my teaching and assessing so I still delivered and supported a small caseload of 10 recruitment learners within their workplace. I was responsible for quality assurance of induction, on programme delivery and learning, progress reviews and completions as well as conducting Tutor 1-1’s. I registered learners with the awarding organisation and also claimed achievements through the portal when they were due. I was the Designated Safeguarding and Prevent Officer for The British Institute of Recruiters and I implemented resources, embedding resources and processes to ensure that all Tutors and Learners were fully knowledgeable in regard to Prevent, British Values, Equality and Diversity and Safeguarding. I was also the main point of contact and support to our prime funders and our awarding organisation which was Skillsfirst. I conducted online presentations to secure new business and delivered online Inductions and training to Learners that were awaiting allocation of a Tutor.

**Solvo Vir**

**Apprenticeship Assessor/Trainee IQA - July 2016 – August 2017**

I delivered Level 2 and 3 Recruitment Apprenticeships within Recruitment Businesses throughout the Northwest. I was responsible for delivering quality training, carrying out assessments and providing constructive feedback to learners on development areas. I also engaged in new client meetings, enrolments, inductions and mentoring new Assessors. I undertook training for my Internal Quality Assurance Units and achieved this in a short period of time . My caseload consisted of 45 learners when at capacity. I used Onefile online portfolio and made use of a voice recorder to record assessments where required. I was also involved in creating activities for the standardisation meetings and supported the Quality Manager to implement processes when required.

**Reason for leaving – Opportunity of progression at The British Institute of Recruiters**

**PREVIOUS EMPLOYMENT**

**LearnDirect Limited (Acquired Expedient Training Consultancy in April 2014)**

**Trainer/Assessor - August 2013 – June 2016.**

I started working for Expedient Training Consultancy in August 2013 as a Recruitment Assessor and transferred my employment when this company was acquired by Learndirect in April 2014. I mainly delivered the Level 2 and 3 Apprenticeships in Recruitment which also consists of the REC Certificate in Recruitment Resourcing/Practice, ERR, Functional Skills in Maths, English and ICT at level 1 or 2 and PLTS as part of the framework. I also had students who were registered on Level 2 and 3 Business Administration Apprenticeships. My caseload consisted of 40 learners when at capacity. I used E-Track E portfolios and made use of a voice recorder to record assessments where required. I carried out invigilation when needed and also got actively involved with the enrolment and induction process.

**Cordant Group PLC - Highways Training Solutions/Prime Time Recruitment  
 Apprenticeship Assessor - January 2nd 2012 - June 28th 2013**  
  
I was employed by Highways Training Solutions, a subsidiary of The Cordant Group as an Apprenticeship Assessor. I delivered Certificates and Diplomas in Business Administration within a recruitment environment at levels 2 and 3 and at the most had a caseload of 40 learners. I delivered training and support in Technical Certificates, PLTS, ERR, Key/Functional Skills and QCF’s. I delivered paper based portfolios for EDI and used a voice recorder for observations, statements and discussions. I carried out exam invigilation, enrolments and other training sessions as required. I assisted in the initial assessment and registration of learners and held regular information and advice sessions with my learners.

**Cordant Group Plc - Premiere People Recruitment   
Recruitment Consultant - September 24th 2004 – 31st December 2011**

* Business development – cold sales and client visits.
* Supporting existing clients through regular contact, business reviews and supplying quality candidates.
* Consulting clients and candidates in regards to relevant employment legislation and regulations.
* Candidate sourcing and selection.
* Matching candidates to clients.
* Conduct investigations, disciplinary and grievance meetings.
* Create advertisements to appear on internet job boards, local newspapers and in the window display.
* Processing weekly payroll
* Ensuring all relevant admin tasks are completed within deadlines, adhering to company policy and current legislation.
* Weekly organisation of up-to 80 mobile workers.
* Proficient in Windows Microsoft Excel, Word and Power Point and Matchmaker (company recruitment programme).

**First Leisure/Leisure Parcs – Finns and SQ2 Bars**

**Deputy Manager – June 2003 – September 2004**

* Licensee of a 900 cover dual venue outlet with a turnover of approximately £750,000 per annum.
* Ensuring that all health and safety legislation and licensing laws were adhered to at all times.
* Responsible for 25 Bar Staff and 10 Door Supervisors between the 2 bars.

**First Leisure/Leisure Parcs – (Managed by Macdonald Hotels) Clifton Hotel, Blackpool  
House Manager – May 1995 – June 2003**

* Commenced employment as part time Bar Assistant and steadily progressed over the years to shift supervisor, Bar Supervisor, Team Leader, Personnel Manager and for the last 2 years of my employment at the hotel carried out the role of House Manager reporting directly to a Regional General Manager.
* Responsible for the day to day operation of a 77 bedroom town centre hotel.
* A team of 5 HOD’s reporting into me on a daily basis.
* Assessing of in house staff on NVQ 2 Hospitality Awards.

**WORKPLACE QUALIFICATIONS**

Level 4 Award in the Internal Quality Assurance of Assessment

TAQA Level 3 Assessing Competence in the Work Environment.

Level 3 Award in Education and Training

Level 2 Functional Skill in ICT

Level 2 Functional Skill in English.

Level 2 Functional Skill in Maths

D32 Assessors Award

Certificate in Recruitment Practice – Distinction.  
LSIS Safeguarding and LSIS Safeguarding in Recruitment.  
Level 2 Award in Equality and Diversity.  
Craft Trainer Award.  
Group Training Techniques.  
NVQ 2 Serving Food and Drink Bar.  
HABC Level 2 Award in Food Safety for Manufacturing.

**SCHOOL QUALIFICATIONS**  
  
Greenlands High School for Girls  
GCSE’s Maths, English, Dual Award Science, French, General Studies and Modular Humanities.