**MARTIN THORNTON** 24 Rowley Road,

St Marychurch,

Torquay

Devon TQ1 4PX

Phone: 07874 675159

E. Mail: mpthornton84@gmail.com

**Professional**

**Experience**

**May 2021 – Current**

**Recruitment Mentor – Recruitment Juice**

Managing a case load of 30, delivering level 2 and level 3 recruitment apprenticeships, which includes the full framework as well as the standards assessment plan. All completed remotely, using teams and e portfolios.

**Jan 2019 – Current**

**Contract IEPA and IQA– Highfield -** Conducting remote EPA and IQA for the following qualifications:

* Level 2 Recruitment Resourcer
* Level 3 Recruitment Consultant

**Jan 2019 – Jan 2021**

**Contract IEPA – BIIAB –** Conducting face to face and remote EPA, including planning meetings for the following qualifications:

* Level 2 Commis Chef
* Level 3 Chef de Partie
* Level 2 Hospitality Team Member (all pathways except housekeeping and front office reception)
* Level 3 Hospitality Supervisor (food and beverage supervisor and bar supervisor pathways)
* Level 4 Hospitality Manager
* Level 3 Team Leader/Supervisor

**Jan 2019 – Aug 2020**

**Contract IEPA – City and Guilds** - Conducting face to face and remote EPA for the following qualifications:

* Level 3 Team Leader/Supervisor
* Level 2 Commis Chef (pending standardisation)
* Level 3 Chef de Partie (pending standardisation)
* Level 2 Hospitality Team Member (all pathways except housekeeping and front office reception, pending standardisation)
* Level 3 Hospitality Supervisor (food and beverage supervisor and bar supervisor pathways, pending standardisation)
* Level 4 Hospitality Manager (pending standardisation)
* Level 2 Customer Service Practitioner (pending standardisation)
* Level 3 Business and Administration (pending standardisation)

**Feb 2015 – Jan 2019**

**Talent acquisition and Development Manager, Sensible Training**

**(Also contracted to BIIAB and Highfields as an EPA on an Adhoc basis)**

|  |
| --- |
| Duties include:* The recruitment and employment of apprentices for Sensible Staffing, who are a company specialising in the recruitment of locum and permanent staff for the Health Care industry, as either trainee compliance officers, trainee recruitment consultants or trainee marketing and accounts support personnel, using Social Media, direct school and college engagement and a range of job Boards. In order to carry this out I created and posted adverts, qualified all applications, telephone screened all short listed applicants and booked interview dates. Following interviews gather feedback from employers and provide feedback to candidates.
* Managing day to day requirements of resourcing desk, providing up to 10 apprentices and trainee recruitment consultants coaching, mentoring and guidance to ensure that they learn and are able to carry out the resourcer role as well as preparing them for transferring to recruitment desks as junior recruitment consultants.
* Setting up the apprenticeship delivery process, in house, including achieving awarding body centre agreement, arranging and implementing a sub contract agreement with an SFA prime contractor, implementing all of the service providers required for delivering apprenticeships, such as BKSB, One File and an IQA.
* Write and implement all of the policies and procedures required for meeting the compliance requirements for OFSTED, the awarding body, the SFA and the prime contractor.
* I have written and implemented a scheme of work that meets the learners on and off job teaching and learning requirements for both their job roles and their frameworks or standards.
* Successfully completed our RoATP application.
* Delivery of Level 2, 3 and 5 NVQ Frameworks and Trailblazer Standards in Sales, Marketing, Business and Administration, Customer Service, Team Leading and Management, level 2 and 3 Recruitment and Hospitality.

Management responsibilities include: * Planning and implementing all Sensible Staffing internal training strategies.
* Business Development of external customers, assessment and teaching and learning processes for all Sensible Training operatives.
* Provision of Employer engagement and the delivery and maintenance of Customer Service to external customers in order to meet their needs and expectations and those of their apprentices.
* The day to day management and leadership of all operatives.
* I was also responsible for the implementation, delivery and recording of all Sensible Staffing training deliveries and appraisals for all staff members.
 |

**April 2013 – Jan 2015**

**Trainer / Assessor for JLT**

|  |
| --- |
| Delivering NVQ Level 2 and 3 to work based learners in Sales level 2 and 3, Customer Service level 2 and 3, Team Leader and Management levels 2, 3 and Business and Admin level 2 and 3, Property Services level 2 and 3, Recruitment level 2 and 3 and Functional Skills to level 2.Also developing new employer and learner opportunities within the East of England area. Sales forms the majority of the qualifications delivered, to young apprentices working in Estate Agency. In order to support learning, I have also developed workbooks specifically aimed at Estate Agency, in order to enable learners to achieve their Technical certificates. As well as the workbooks have also been responsible for creating workshops specialising in delivering knowledge and understanding of all aspects of sales in Estate agency, as well as working closely with employers in the workplace to deliver on job training in all aspects of the requirements of estate agency. These activities have required me obtaining a high level of understanding of the operations of Estate Agents and working closely with employers to ensure that I gained a high level of technical knowledge and understanding of their operations and the legislation and regulations that govern their industry. |

**Oct 2008 – March 2013**

**Trainer / Assessor / IV and BDC for Smart Training**

* Delivering NVQ Level 2 and 3 to work based learners in the Hospitality Industry, covering all qualifications.
* Also specialised in the delivery of Sales level 2 and 3, Customer Service level 2 and 3, Team Leader and Management levels 2, 3 and 5, Cleaning and Support level 2 and 3 and Business and Admin level 2 NVQs and Functional Skills to level 2.
* Also developing new employer and learner opportunities within the East of England area.
* Progressed and developed BDM role to responsibilities for the development of new accounts and the recruitment of new learners, in order to maintain the caseloads for 3 assessors.
* Progressed to Regional Business Development Manager, East Anglia, London and Thames Valley in May 2012.

**Oct 2007 – Aug 2008**

**Joint steward of Hawks Club, Cambridge, with wife**

Live in position, responsible for daily running of club including bar, bar food, function catering, purchasing, cleaning, stock control and security.

**May 2007 – Oct 2007**

**Trainer / Assessor for HIT Training**

Delivering NVQ Level 2 and 3 to work based learners in the Hospitality Industry

**June 2006 – January 2007**

**(June 2005 – June 2006 – 3 day per week + extra adhoc hours as manageable)**

Freelance development chef working for a food additives company, which involves a minimum of 3 days per week at their head office as well as site visits to assist them with their customers. Work included starch development work for quiche and ready meals with all the major manufacturers.

**April 2003 – June 2006**

**Chef lecturer at Cambridge Regional College as a Protocol visiting Lecturer**

Employed to deliver skills lectures and RWE assessment lectures, but 60% of my time was working with the work based apprentices doing work based assessment.

**August 2002 – April 2003**

**Head of Sales - Histon Produce Ltd (Regional Fruit and Vegetable Wholesaler)**

Developing new customers within Histon's geographical coverage, selling business to business the benefits and advantages of the supply of overnight produce sourcing for fresh daily delivery by a local company. Also developing larger group business on the basis of providing a uniformed product and service. As well as opening new business, the role required a substantial amount of account management, in order to arrest the drop off of business, due to resolvable issues.

**March 2001 – July 2002**

**Area Marketing Consultant - Peninsular (Employment Law and Health and Safety experts).**

Selling employment law and health and safety consultancy packages, business to business, from leads generated from a tele-marketing department. A very strictly monitored and micro managed performance criterion with no after sales service, as this was provided by the consultants.

**April 2000 – March 2001/March 2001-June 2006**

Assisting in establishing with my Wife a catering led Pub business, which is now established and fully operational.

Continual help and input to business in conjunction with other roles, especially in running the food operation. This Pub is now a nationally known establishment and appears in many journals and guides.

**March 1999 – March 2000**

**National Account Manager - Zenith Chemicals (Specialised Hygiene Chemicals for the Hospitality and Catering Industry)**

Developing and managing national group business across the UK. This entailed making my own leads with the correct decision makers, selling in the services and benefits of Zenith and ensuring that all agreed components were put into action and completed within correct time frames. Also ensuring, on an on-going basis, that all accounts continued to receive the products and services, in line with their agreements.

**Jan 1986 – Feb1999**

**DiverseyLever (Specialised Hygiene Chemicals for the Hospitality and Catering Industry)**

Positions:

* Aug 1997 – Feb 1999 National Account Manager - developing and managing national group business across the UK. This entailed making my own leads with the correct decision makers, selling in the services and benefits of DiverseyLever and ensuring that all agreed components were put into action and completed within correct time frames. Also ensuring, on an on-going basis, that all accounts continued to receive the products and services, in line with their agreements.
* Jan 1994 – Aug 1997: Sales and Marketing Director, Diversey Turkey – Managing a direct sales force of 24, ensuring that all national and international contracts were maintained correctly and individual sales targets were met. Managing all product standards, including a production and packaging operation employing 12 and using a sub contracted distribution network. Gaining new regional distributers, managing existing and giving all market support and guidance. Organising and planning participation in national trade fairs. Product managing all floor care, ware washing and kitchen hygiene products, including product development, for the Middle East and Africa Region. Analysis of the local market, creation of SWOT analysis and planned operating targets, on a 1, 3 and 5 year basis, for Turkey and managing a profit contribution to the parent company, of 4 million pounds per annum.
* June 1990 – Jan 1994: Prime Account Manager, Regional Sales Manager, National Sales Manager, Diversey Saudi Arabia – Developing new major account business within the Central and Eastern regions and managing all sales operations within the country. Technical support management for ware washing for the Middle East, including the introduction and launch of all new technology.
* Jan 1986 – June 1990: Territory Salesman, Prime Account/Area Manager, Diversey UK – Managing own sales to 350 accounts across North and North West London, on a business to business basis. This included providing all customers with full support to ensure continual product use, full product and COSHH training, new range selling into existing business and gaining new business within geographical area. This role then became an area managers role, which entailed managing and supporting 2 sales men within existing geography and prime account managing the top 10 Hotels and restaurants in the world at that time, including the Connaught, Claridges, The savoy, The Ritz and dealing directly with Richard Sheppard, Anton Mossiman, Michelle Bourdin, the Roux brothers and Anton Lesnic, to name a few.

June 1981 – Dec 1985 Compass (Contract Catering and Facilities Management)

• Position – Catering and Facilities Manager

March 1980 – June 1981 Mavron Diners (Pub and Restaurant Group)

• Position – Pub and Restaurant Manager

July 1978 – March 1980 Trust House Forte (Post House Hotels)

• Position – Sous Chef - Hemel Hempstead Post House

Sept 1974 – July 1978 Various Hotels and Restaurants throughout the South of England

• Positions – Starting as a qualified Junior Commis Chef, progressing to Head Chef

|  |  |
| --- | --- |
| **Personal****Information** | * Marital Status: Married
* Nationality: British
* Age: 63
* Place of Birth: United Kingdom
 |

|  |  |
| --- | --- |
| **Summary of****Qualifications** | * Maths, English, `O` Level
* City and Guilds 706 (Professional Cookery)1&2, 707 (Food and Drink Service)1&2
* Trainer Skills 1, 2,and 3 (Up to “Train a Trainer” and “Train a Group”)
* Health and Safety level 3
* A1 Assessors NVQ (Level 3)
* V1 Award level 4
* Level 3 Award in Undertaking End-Point Assessment
* PTTLS level 4
* NLC and Personal Licence
* NVQ level 2 Business and Admin
* NVQ level 2 Customer Service
* Key Skills level 2 Comms
* Key Skills level 2 AON
* Key Skills level 2 ICT
* Level 5 Diploma in Management
* Level 3 Certificate in Recruitment Practices
* Level 3 certificate in Management Principles
* Level 3 certificate in Customer Service Principles
* Level 3 certificate in Hospitality Supervision Principles
* Level 3 certificate in Professional Cookery Principles
* NVQ level 2 IT for users
* Level 2 award in E Safety
 |

|  |  |
| --- | --- |
| **Education** | * 1966-1972 Cavendish Grammar School, Hemel Hempstead, Herts, U.K.
* 1972-1974 Cassio College, Watford, Herts, U.K.
* `In House Courses in: Man Management Skills, Union Negotiation Skills, Time Management Skills and Advanced Sales and Marketing.
 |

|  |  |
| --- | --- |
| **Interests and****Hobbies** | Fishing, Tennis, Badminton, Rugby League (first playing, now a Director of Hemel Hempstead ARLFC), Wine, Fine Foods |