**REBECCA HUGHES**

Birmingham B24

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Email: rebeccas\_homespa@hotmail.co.uk

I am an enthusiastic, dynamic and hardworking individual with the desire to utilise my existing skills and knowledge, whilst gaining additional experience in order to develop. I am a confident leader and motivator, who always has a positive outlook whatever the situation. I can work effectively on my own initiative as well as part of a team to offer encouragement and support. Communication is a key skill of mine this enables me to be a good listener, with the ability to quickly build a good rapport with individuals from all backgrounds.

**KEY SKILLS**

* Advice & Guidance
* Excellent Interpersonal Skills
* Experienced user of various computer packages
* Efficient & well organised
* Professional approach to work
* Experienced in sales, marketing, account management & networking
* Presenting skills
* Strong verbal and written communication skills
* TAQA- Assessors award Level 3
* AIET- Award in Education & Training Level 3
* Certificate in Recruitment Practice (CertRP)

**EMPLOYMENT HISTORY**

**July 2021 TO PRESENT**

**Juice Talent Development**

**RECRUITMENT MENTOR-** DeliveringLevel 2 & 3 Diploma’s and Technical Certificates in Recruitment

* Provide initial advice and guidance & additional support to learners relating to career progression and recruitment opportunities
* Prepare, agree and review assessment plans with learners to create portfolios to agreed standards
* Undertake assessment ,observation and training of learners remotely
* Carry out regular reviews with apprentices ensuring involvement with employers and line mangers
* Deliver Webinars to all learners via Zoom/Microsoft Teams
* Monthly remote visits to learners to assess and support
* Record all activities relating to the learners training and assessment on designated reporting methods
* Comply with and reinforce health & safety policy procedures for Apprenticeship delivery
* Ensure full adherence and compliance to Safeguarding, Equality & Diversity and the Prevent duty
* Provide guidance, management and support for respective learners with Ilearner

 e-portfolio

* Carry out interim and exit reviews with learners as requested
* Work as part of the delivery team to provide a high quality learning experience and embed effective support to ensure the learner experience is consistently high quality
* Assist with the production of learning resources and materials to contribute to the design and development of content and workshops as required

**JANUARY 2019 TO JUNE 2021**

**ADECCO GROUP LIMITED**

**ASSESSOR/COACH-** Delivering Level 2 & 3 Diplomas in Recruitment/Business Administration Apprenticeships

* Provide initial advice and guidance & additional support to learners relating to career progression and recruitment opportunities
* Prepare, agree and review assessment plans with learners to create portfolios to agreed standards
* Undertake assessment ,observation and training of learners within the work-place, on-site and off-site
* Carry out regular reviews with apprentices ensuring involvement with employers and line mangers
* Deliver weekly Webinars to all learners via Zoom/Microsoft Teams
* Monthly visits to learners within the workplace to assess and support
* Deliver group teaching sessions to support curriculum
* Record all activities relating to the learners training and assessment on designated reporting methods
* Comply with and reinforce site health & safety policy procedures for Apprenticeship delivery
* Ensure full adherence and compliance to Safeguarding, Equality & Diversity and the Prevent duty
* Provide guidance, management and support for respective learners with Onefile

 e-portfolio

* Carry out interim and exit reviews with learners as requested
* Market, engage and sign up new learners in line with agreed KPI’s
* Work as part of the delivery team to provide a high quality learning experience and embed effective support to ensure the learner experience is consistently high quality
* Assist with the production of learning resources and materials to contribute to the design and development of content and workshops as required

**DECEMBER 2017 TO DECEMBER 2018**

**PERTEMPS NETWORK GROUP, NATIONAL (12 month contract)**

**REGIONAL SKILLS & TRAINING ASSESSOR/COACH-** Delivering L3 Diploma in Recruitment/Business Administration Apprenticeships

* Provide initial advice and guidance & additional support to learners relating to career progression and recruitment opportunities
* Prepare, agree and review assessment plans with learners to create portfolios to agreed standards
* Undertake assessment ,observation and training of learners within the work-place, on-site and off-site
* Carry out regular reviews with apprentices ensuring involvement with employers and line mangers
* Deliver weekly Webinars to all learners via Zoom/Microsoft Teams
* Monthly visits to learners within the workplace to assess and support
* Deliver group teaching sessions to support curriculum
* Record all activities relating to the learners training and assessment on designated reporting methods
* Comply with and reinforce site health & safety policy procedures for Apprenticeship delivery
* Ensure full adherence and compliance to Safeguarding, Equality & Diversity and the Prevent duty
* Provide guidance, management and support for respective learners with Onefile

 e-portfolio

* Carry out interim and exit reviews with learners as requested
* Market, engage and sign up new learners in line with agreed KPI’s
* Work as part of the delivery team to provide a high quality learning experience and embed effective support to ensure the learner experience is consistently high quality
* Assist with the production of learning resources and materials to contribute to the design and development of content and workshops as required

**MAY 2017 TO DECEMBER 2017**

**PROSPECTS, COVENTRY, WARWICKSHIRE, HEREFORD & WORCESTERSHIRE**

**EMPLOYER ENGAGEMENT COORDINATOR**

* Networking, cold calling employers, recruitment agencies and organisations to source vacancies
* Advertising and marketing vacancies working in partnership with DWP, local councils, Housing groups and other agencies including Social Media
* Organising and chairing Employer Engagement steering groups including DWP working group
* Attending Job fairs, organising events including Prisons
* Screening CV’s, preparing clients for opportunities providing relevant advice and guidance
* Introducing services to bring in new business
* Providing mentoring and guidance to applicants to apply and sustain into employment
* Account managing, working with local councils with new Recruitment projects including Amazon, Grand Central, Parcel Force and Boots
* Working towards strict deadlines and targets
* Training and supporting new staff
* Networking to create partnership work, arranging and implementing SLA’s
* Implementing systems and processes to capture and collate data
* Creating and maintaining databases to analyse performance and quality

**APRIL 2016 TO APRIL 2017**

**INTERTECH RECRUITMENT, BIRMINGHAM**

**RECRUITMENT CONSULTANT**

* Attend face to face client Meetings
* Maintain client relationships
* Generate new business-face to face, telephone
* Work to meet monthly and quarterly targets
* Maintain excellent relationships with all candidates from interview up until job placement
* Continuously working within service level agreements
* Manage temporary bookings and permanent vacancies including advertising
* Account manage 3 large accounts
* Responsible for timesheets and payroll for temporary workers

**NOVEMBER 2015 TO MARCH 2016**

**LEARNDIRECT, WEST MIDLANDS**

**REGIONAL ACCOUNT MANAGER- APPRENTICESHIPS**

* Engage with small and medium sized enterprises to promote and sell the full range of learndirect apprenticeship products and services
* Provide a full sales and account management service, ensuring the employer receives an exceptional experience
* Carry out a range of business development activities including cold calling, foot marketing, and employer presentations to target and secure apprenticeship opportunities with prospective employers
* Candidate enrolments, Updating the e-portfolio and CRM system
* General administration
* Run recruitment sessions and attend events

**JUNE 2014 TO OCTOBER 2015**

**SEETEC- COMMUNITY WORK PLACEMENT PROGRAMME, BIRMINGHAM**

**WORK PLACEMENT CO-ORDINATOR**

* Develop, maintain and own long term relationships with local employers in the community and 3rd sector arena that focuses on providing them with mandated volunteers to satisfy their operational requirements
* Promote Seetec’s customers for Work Placements / Projects from a variety of programmes to employers via meetings, phone calls, emails, face to face visits, direct marketing activity, presentations and networking.
* Engage with key stakeholders, as directed and agreed with Management to maximise the benefits for Seetec employers and customers.
* Work with Seetec Management to agree a strategy for targeting local employers and key stakeholders that is most likely to produce suitable opportunities for the relevant local Seetec office.
* Feedback to Seetec Management on stakeholder engagement and development opportunities.

**NOVEMBER 2013 TO MAY 2014**

**INTERTECH RECRUITMENT, BIRMINGHAM**

**RECRUITMENT CONSULTANT**

* Attend face to face client Meetings
* Maintain client relationships
* Generate new business-face to face, telephone
* Work to meet monthly and quarterly targets
* Maintain excellent relationships with all candidates from interview up until job placement
* Continuously working within service level agreements
* Manage the temporary bookings which includes myself and my administrator

**SEPTEMBER 2012 TO OCTOBER 2013**

**THE PENSIONS REGULATOR- CAPITA, BIRMINGHAM**

**CUSTOMER RELATIONSHIP TECHNICAL ADVISOR**

My job role is to provide help and guidance in relation to employer’s responsibilities for compliance with the new pension regulations. I play an integral part in the customer journey.

* Make initial contact with organisations to ascertain key contact information
* Using this information to make contact with key individuals
* Conduct informal assessments and provide bespoke support and advice
* Provide technical knowledge and guidance to support the customer in their journey
* Manage a portfolio of organisations effectively to achieve performance targets
* Ensure all administration relating to each organisation is up to date
* Contribute to overall achievements of the contract by achieving individual performance targets
* Assist Team Leader by running daily reports on team productivity and individual performance

**SEPTEMBER 2010 TO AUGUST 2012**

**INTERTECH RECRUITMENT, BIRMINGHAM**

**RECRUITMENT CONSULTANT**

* Attend face to face client Meetings
* Maintain client relationships
* Generate new business-face to face, telephone
* Work to meet monthly and quarterly targets
* Maintain excellent relationships with all candidates from interview up until job placement
* Continuously working within service level agreements
* Manage the temporary bookings which includes myself and my administrator

**MAY 2005 TO JULY 2010**

**SHELL INTERNATIONAL LIMITED, LONDON**

**VISA SERVICES ADVISER- HR**

* Arranging work visas for ex-pat employees and their families relocating to work for Shell UK
* Ensuring all visas are kept up to date and renewed in a timely manner throughout their time in the UK
* Arranging work visas for UK employees and their families relocating from the UK to other Shell companies worldwide
* Liaising with the Home Office on a continuous basis to ensure all visas are processed within the allocated time slot
* Dealing with queries/ complaints from both Shell employees and the Home Office on a daily basis
* Maintaining an excellent working relationship with both the Home Office and Shell employees
* Daily administration and database maintenance

**OCTOBER 2003 TO MAY 2005**

**OFFICE ANGELS, LONDON**

**RECRUITMENT CONSULTANT**

* Attend face to face client Meetings
* Maintain client relationships
* Generate new business-face to face, telephone
* Work to meet monthly and quarterly targets
* Maintain an excellent relationship with all candidates from interview up until job placement
* Continuously working within service level agreements
* Manage the temporary bookings which includes myself and my administrator
* Daily administration and database maintenance

**JANUARY 2001 TO SEPTEMBER 2003**

**THUS PLC, DEMON INTERNET, SOUTHEND**

**CUSTOMER RELATIONS/ DIRECTOR SUPPORT**

* Respond to complaints and queries on behalf of the company CEO and Board of Directors
* Liaising with various departmental managers within Demon to get problems solved efficiently and thoroughly. This can involve as many as five or six different departments, I have to ensure they all play their part to finish the job to the customer’s satisfaction within set timescales/SLA’s
* Provide cover for Customer Relations Team Manager
* Prioritising workload effectively because it is quite common to be juggling several involved complaints simultaneously hence you need to be able to work well under pressure
* Compile case information for all ombudsman queries and then continue to liaise with Oftel until no longer needed

**APRIL 2000 TO NOVEMBER 2000**

**THOMSON HOLIDAYS, IBIZA**

**HOLIDAY REPRESENTATIVE**

**APRIL 1998 TO NOVEMBER 1999**

**AIR 2000, BIRMINGHAM BASE**

**CABIN CREW**

**EDUCATION**

1989- 1993 ARTHUR TERRY SCHOOL

 BIRMINGHAM

**QUALIFICATIONS**

**GCSE**

4 C Grades including Maths and English Literature/ Language

**NVQ’s**

Customer Service Level 1, 2 & 3

Beauty Therapy 1, 2 & 3

**OTHER**

TAQA- Assessors award- Level 3

AIET- Award in Education & Training- Level 3

Certificate in Recruitment Practice (CertRP)

Certificate in Personnel Practice (CPP)

QCF in Reviewing Health and Safety Procedures in the Workplace- Level 3

Functional Skills Level 2- English

**ADDITIONAL SKILLS**

Excel, Word, Powerpoint, Outlook, Various in house databases