**Employment History**

**Vocate Training – Apprenticeship Skills Coach and Tutor – November 2019 – Present**

* Creating apprenticeship training programmes, resources and tools for a range of programmes including Marketing, Business, Recruitment and Sales.
* Providing Skills Coach support to apprentices, helping them to successfully complete all aspects of their programme.
* Delivering live and recorded training on subject areas including Marketing, Business, Recruitment, Sales and Customer Service.
* Preparing apprentices for End-Point Assessment and Knowledge Qualifications.

**Freelance Consultant - Professional Writing Services – March 2019 – Present**

* Providing bid writing and tender writing services to clients in the education and digital marketing industries, along with advice and guidance to those in the construction and facilities management industries
* Managing applications to the Register of Apprenticeship Training Providers for clients new to training and existing training companies.
* Delivering content writing services to a digital marketing agency with a focus on webpage content

**Operations and Finance – Youth Force Limited – October 2016 to March 2019**

* Preparing applications for the Register of Apprenticeship Training Providers and ITT for SME funding
* Managing and completing applications for PQQs, ITTs, Dynamic Purchasing Systems, Bids for training contracts with public bodies and private companies.
* Managing the day-to-day financial aspects of the business including credit control, cash flow, liaising with the payroll & accountancy partners.
* Office & Facilities management including coordinating utilities, service contractors, I.T & telephone infrastructure
* Oversight of employee contracts, expense processes & claims and travel requirements for office based and remote employees around the UK
* Facilitate shared calendars, meeting coordination, minute taking & company wide communications
* Creation of business intelligence reports including achievement rates, expense reports
* Developing financial forecasts and strategic documents for the leadership team in line with high level targets and strategic goals
* Providing mentorship and training support to colleagues

**Telephone Customer Service & Branch based Personal Banker – RBS Group (Edinburgh /**

**Brighton) – January 2014 to June 2017**

* Front line telephone customer service to incoming customers, managing information requests, transactions & queries regarding customers accounts
* Supporting customers with concerns and complaints, resolving where possible and following strict escalation processes
* Staying up to date with bank and industry regulatory changes as required
* Branch based customer service behind the cash counter and information desk, providing quotations and guidance on lending, savings and new accounts.
* Supporting the team with training, mentoring and best practice in branch

**Reception – Hydro Hotel, Peebles – November 2013 to January 2014**

**Costs Draftsman – Kain Knight – Jan 2012 to Nov 2013 (Relocated to Edinburgh)**

**Business Development – Cambridge Regulatory Services – May 2010 to Dec 2011 (Redundancy)**

**Studying at the University of Brighton – Oct 2008 to May 2010**

**Junior Administrator – Wilberforce Chambers – Sep 2007 to Oct 2008**

**Business Accounts Manager – Pc World Business – Jun 2005 to Sep 2007**

**Education & Qualifications**

Bsc(Hons) Business Management – 1st - University of Brighton (2014-2017)

A-Levels – 4 x Grade A-D / GCSEs – 11 x Grade A-C

Level 3 Award in Education and Training

Level 3 Certificate in Assessing Vocational Achievement – Due to complete in February 2024

Certificate in Copywriting

Personal Banker qualification

**References**

References available upon request