**Hannah Woodland**

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Full clean driving licence

Profile

I am a dynamic, highly motivated, conscientious individual who regularly seeks new opportunities ranging from additional responsibility or personal development through additional training courses. A proven communicator both giving instructions and listening, I have been able to show my ability to take direction well from superiors.

In my recent role, managing a team, I take pride and enjoyment from the sense of achievement that comes from working as part of a team towards a shared goal or purpose. Equally throughout my career I have shown that I am more than adept at working independently, demonstrating my hard working and can-do attitude.

Work Experience

**Current Employment September 2018 – current**

**Programme Manager – South Gloucestershire and Stroud College**

Overseeing the quality and delivery for the Professional and Financial Services Department at South Gloucestershire and Stroud College, including, the provision for apprenticeship and adult part-time learners.

Mostly recently I have successfully led on the delivery and monitoring of the new Apprenticeship Standards and End Point Assessment. Training Assessors, Internal Quality Assessors and Accountant Managers on the requirements of Apprenticeship Standards and End Point Assessment. My management duties are to ensure all members of the department are compliant and up to date with the Ofsted, ESFA funding and Awarding Body requirements as well as ensuring all learners receive a quality programme and complete within the required timeframes. I also work closely with our Safeguarding and Additional Learner support department to ensure all learners feel safe and additional support needs are met.

Duties included:

* Tracking and monitoring of various programmes and learners success
* Leading on Internal Quality Assurance activities
* Deliver staff training
* 121’s and team meetings
* Organise and create delivery plans for new courses
* Risk Assessments
* Budget monitoring

**Previous Employment**

**NVQ Assessor – South Gloucestershire and Stroud College**

**June 2016 – September 2018**

*Team Leader, Business Administration, Customer Service, Marketing and Employability*

As an Assessor I assessed, coached and supported learner’s throughout their Apprenticeship. Working closely with learners and employers, providing supportive and constructive feedback throughout their qualification. Additional, to this I have seeked to visit further values by supporting key employers with recruitment campaigns.

Working closely as a team, I support my fellow assessors and regularly led on IQA activities as a team we undergo regular quality assurance standardisation meetings. Throughout the learners journey I conduct observations and collect accurate records of the learner’s evidence, carefully tracking and monitoring learner’s progress for all elements of their apprenticeship including functional skills. Regularly reporting to my line manager to ensure our success in-line with the college strategic targets.

Duties included:

* Month visit with learners
* Keeping a robust tracking system up to date
* Communicating with stakeholder
* Ensuring all learners complete timely
* Take part in standardisation and help prepare for EQA visits
* E-Portfolio super user

**Member Relations Manager - David Lloyd Leisure**

**March 2015 - June 2016**

As Member Relations manager responsibilities including the existing membership department and the front of house reception team. Focussing on improving the members experience, engagement and communication throughout the club driving net membership growth, during my time the department was the best performing in the South West.

Duties included:

* Manage the process of customers membership amendments
* Manage customer complaint procedure
* Run member events and feedback drop in sessions
* Manage the Front of House team and ensure the club met the company standards, including; recruitment, 121’s & monthly meetings
* Produce monthly newsletters & monitor the organisation Social Media

**Operations Manager – Green Event Security**

**October 2014 – March 2015**

As the operations manager I oversaw running the logistical side of the events. Events included Weston Beach race, Bath Christmas Markets, O2 Academy and preparing for summer festivals such as Glastonbury, Love Saves the Day, Boom Town and others.

Duties included:

* Creating staff list and deployment sheets for events
* Ensure events were equipped with the correct staff and equipment
* Manage rotas for events
* Prepare Health and Safety documents
* Ensure accident and incident folders and logs were up to date and recorded after each event
* Producing staff time sheets and calculate hours for labour providers

**Food and beverage supervisor / Events Coordinator – David Lloyd Leisure Long Ashton**

**September 2011 - March 2015**

Working closely with the Food and Beverage Manager, together we shared management duties and run a very successful department with a highly motivated and knowledgeable team. Alongside my food and beverage responsibilities, I took ownership of running and managing all internal and external events, conference enquires and bookings.

Duties included:

* Organising and co-ordinating events both internal and externally
* Weekly stock takes, ordering and invoices
* Manage Health & Safety audits
* Train and induct new staff members
* Manage holiday entitlement and staff rota’s

**Secondment role with in Food and Beverage and Operations – Next Generation Kembrey Park**

Transferred part time to Kembrey Park to help train a newly appointed Food and Beverage Manager, running regular meetings and training sessions with staff to ensure the launch of their new deli was best in class.

Whilst at Kembrey Park their Operations manager left with immediately effect where I took over many of their responsibilities, including health and safety. I had the responsibility of the annual health and safety audit which resulted in the club passing their first audit in 6 years.

Qualifications and Training

TAQA – Level 4 Assessment and Quality Assurance – In training

TAQA Level 3 Assessors Award

Level 2 Certificate in Understanding Children and Young People’s Mental Health

Level 1 Award in Digital Skills

Proficient in Microsoft 360 & multiple E-Portfolio platforms

A level: B – Business Studies, C – Health and Social Care, C – Media Studies

10 GCSE’s A-C including English and Maths

Level 2 First Aid at Work

Level 2 Food Safety and Hygiene

Level 2 NVQ Professional catering

BII Personal Licence holder