Rhea-Claire Eley

D.O.B - 6th Nov 1984

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Personal Profile

I am a highly motivated individual who thrives on new challenges and the satisfaction I receive from completing a task. My work is always completed to the highest possible standard. I have excellent organisational skills, which I have to use daily in organising my own time and appointments. I have a keen attention to detail and proven effective communication skills. I believe my working style to be both methodical and logical, always meeting set deadlines. I have experience in problem solving which I have developed throughout my career. I am efficient at working alone in tasks as well as working effectively as part of a team. I am a reliable and hard working team player.

Experience

**Nov 2018 – Present Train 4 Ltd Lincoln**

**Freelance Assessor & IQA**

* Manage small caseload of learners of varying ages and abilities
* Assess competency of learners against national standards in occupationally competent areas
* Mange own diary, including completing administration forms in line with company and funders procedures; ensuring time keeping is paramount
* Liaise with management in various companies to assist and build rapport with learner along with helping to assess business requirements
* Work in line with government standards in different subjects, to include, Customer Service & Business Admin.
* IQA workbooks for customer service and ICT work skills, providing relevant and constructive feedback to help improve standards

**Jan 2018 – May 2018 Dimensions Training Solutions Leicester**

**IQA / Assessor**

* Manage small caseload of learners of varying ages and abilities, most from disengaged backgrounds
* Assess competency of learners against national standards in occupationally competent areas
* Mange own diary, including completing administration forms in line with company and funders procedures; ensuring time keeping is paramount
* Liaise with management in various companies to assist and build rapport with learner along with helping to assess business requirements
* Work in line with government standards in different subjects, to include, Customer Service, Business Admin and Management
* Verify other assessor’s work and provide constructive feedback to help achieve qualification
* Research and deliver standardisation to assessors to ensure consistency and standards are paramount
* Work with quality manager and Head of Apprenticeships to ensure compliance and improve standards throughout the delivery team
* Liaise with external verifiers to ensure we are following awarding body guidelines at all times and acting upon recommendations
* Redesign and introduce new standardised paperwork and processes for the delivery team
* Observe and feedback to assessors on assessment visits

**Oct 2014 – Present Bridgford Blinds West Bridgford**

**Retail Manager**

* Deal with variety of customers coming into store, providing advice and support in selecting suitable products
* Create eye catching window displays to draw customers into premise’s
* Book appointments for measures
* Complete all invoicing, maintaining accounts on sage software
* Ordering products as per customer specifications
* Source new suppliers and select current, on trend fabrics to offer the best products and service to customers
* Open and close store, working as sole team member each Saturday
* Meet and liaise with reps to generate rapport and establish better discounts for products
* Work alongside fitters and owners, communicating effectively with all hierarchy within the business
* Deal calmly and confidently with any problems found by customers and resolve in most economical way for business, ensuring customer is also left wanting to return

**Oct 2014 – Jan 2018 The Tess Group Northampton**

**Internal Verifier/Assessor/Quality Assurance Lead**

**(Freelance IQA April 2016-Jan 2018)**

* Manage caseload of learners of varying ages and abilities
* Deliver high quality training and assess competency of learners against national standards in occupationally competent areas
* Mange own diary, including completing administration forms in line with company and funders procedures; ensuring time keeping is paramount
* Liaise with management in various companies to assist and build rapport with learner along with helping to assess business requirements
* Work in line with government standards in different subjects, to include, Customer Service, Business Admin, Management and IT
* Mentor existing staff members, including management team, to help achieve IV qualification
* Verify other assessor’s awards and provide constructive feedback to help achieve qualification
* Research and deliver standardisation to assessors to ensure consistency and standards are paramount
* Complete enrolment paperwork for learners in line with funders expectations
* Work with quality manager to ensure compliance and improve standards throughout the delivery team
* Liaise with external verifiers to ensure we are following awarding body guidelines at all times and acting upon recommendations

**Jan 2011 – Dec 2012 Adept Training Nottingham**

**Lead Internal Verifier/Assessor/Trainer**

* Plan & Manage apprenticeship programme, including setting up processes and procedures
* Manage caseload of learners of varying ages
* Deliver high quality training and assess competency of learners against national standards, including key skills, Maths and English.
* Mange own diary, including completing administration forms inline with company procedure and ensure time keeping is paramount
* Liaise with management in various companies to assist and build rapport with learner and assess business requirements
* Work in line with government standards in different subjects, to include, Customer Service, Business Admin, Management and IT
* Verify other assessor’s awards and provide constructive feedback to help achieve qualification
* Research and deliver standardisation to assessors to ensure consistency and standards are paramount
* Prepare and produce all sign up paperwork for each learner in line with the company procedures
* Engage both employer and learner to achieve a positive outcome through delivering the award
* Implement processes to aid the verification process
* Check through assessor’s timesheets to ensure they are working inline with company guidelines
* Deliver training to groups or individuals to help improve IT skills
* Work with company director to build business and improve standards throughout training department
* Liaise with external verifiers to ensure Adept are following awarding body guidelines at all times

 **Nov 2010 – Jan 2011 Chesterfield College Chesterfield**

**Learning and Development Advisor/Internal Verifier**

* Manage caseload of learners of varying ages
* Deliver high quality training and assess competency of learners against national standards, including key skills, Maths and English.
* Mange own diary, including completing administration forms inline with company procedure and ensure time keeping is paramount
* Liaise with management in various companies to assist and build rapport with learner and assess business requirements
* Work in line with government standards in different subjects, to include, Customer Service, Business Admin, Management and IT
* Verify other assessor’s awards and provide constructive feedback to help achieve qualification
* Invigilate tests for learners and also carry out initial assessments for key skills
* Prepare and produce all sign up paperwork for each learner in line with the colleges procedures
* Engage both employer and learner to achieve a positive outcome through delivering the award

**Nov 2007 – Nov 2010 Positive Outcomes Mansfield**

**Training Advisor/NVQ Assessor/Internal Verifier’s Co-ordinator**

* Manage caseload of learners of varying ages
* Deliver high quality training and assess competency of learners against national standards, including key skills, Maths and English.
* Mange own diary, including completing administration forms inline with company procedure and ensure time keeping is paramount
* Liaise with management in various companies to assist and build rapport with learner and assess business requirements
* Work inline with government standards in different subjects, to include, Customer Service, Business Admin, Management and IT
* Verify other assessor’s awards and provide constructive feedback to help achieve qualification
* Delivering IT workshops in Excel, Word and Access at level 2 and 3, coaching and mentoring learners through course
* Lead IV team meetings, implement new processes, organise IV team and plan in house training for training advisors

**Jan 2007 – Nov 2007 Watlow Ltd Hucknall**

**Customer Services Team**

* Take and process orders daily
* Control import and export of stock
* Deal with incoming communications and provide support where required
* Progress orders as and when requested
* Liaise with sales department regarding customers
* Follow up quotes produced

**2006 – 2007 J Tomlinson Ltd Beeston**

**Customer Liaison Officer/Contract Co-ordinator**

* Co-ordinate Boots HQ maintenance contract
* Provide administration support to office
* Record and process engineer timesheets and reports
* Invoice all contracts within office
* Distribute work to engineers by co-ordinating diary system
* Place purchase orders
* Train new starters
* Deal with all communication from customers and suppliers

**2005 Café Nero Nottingham**

**Café Manager**

* Managed café in Nottingham City Centre
* Organised Rotas to ensure efficient running of café
* Conduct stock checks and recorder data for HQ
* Kept control of cash flow within business using a variety of Microsoft Office packages
* Produced food & beverages to the specifications required
* Adhered to Food Hygiene requirements
* Completion of all supporting administration
* Served and built up rapport with customers, providing excellent customer service

**2001-2005 Charlton Arms Public House Chilwell, Nottingham**

**Manager (2004-2005)**

**Assistant Manager (2003-2004)**

**Bar/Kitchen Supervisor (2002)**

**Waitress (2001)**

* Full control of employees wages using Microsoft Excel spreadsheets
* Conducted weekly stock checks and recorded data for HQ
* Kept control of all cash flow within business, balancing incomings and outgoings successfully
* Implemented and delivered all training for new staff and updated existing staff development
* Recruited team members and conducted interviews to examine candidates
* Carried out all necessary administration to ensure team met objectives
* Built up rapport with customers and provided excellent customer service, training other team members to follow suit
* Worked in the kitchen, producing food from a variety of menus
* Follow Food legislation and adhere to EHOs requirements
* Order food for kitchen and maintain stock control

Education

**1996-2001 Chilwell Comprehensive School Nottingham**

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| Level - GCSE | Achieved – 10 GCSE’s (A-C Grade) |

**2002 – Ongoing Training Achievements**

* Apprenticeship in Business Admin
* Advanced Apprenticeship in Business Admin
* Advanced Apprenticeship in Customer Care
* Advanced Apprenticeship in Hospitality Supervision
* First Aid
* Intermediate Health and Safety
* Intermediate Food Hygiene
* Equal Opportunities
* Employment Rights and Responsibilities
* Key Skills Level 2 Maths
* Key Skills Level 2 English
* A1 Award
* V1 Award
* Safeguarding
* Prevent
* FGM
* Level 4 Leading the Internal Quality Assurance in Assessment Processes and Practise

I have competency to assess and verify a wide variety of subjects. These are – Business Administration up to level 4, Customer Service up to level 4, Management up to level 3, Food & Beverage up to level 3 and ICT up to level 3. Functional Skills up to level 2.

References are available upon request.