

SUE HAYMAN – FREELANCE ADMINISTRATOR

Mob: 07585 129300 Email: sue.hayman@starduckadmin.co.uk

Key Skills

- Excellent communication & proven management skills.
- First class organiser and coordinator with proven project management experience.
- Strong generalist HR experience.
- Effectively plan and prioritise to meet deadlines whilst working in a high pressure environment.
- A proven team member who works using own initiative.
- Thrives on responsibility and challenge.
- Embraces change and enjoys the challenge of frequently altering environments.
- Computer literate: MS Office; Touch, Audio & Copy Typing (approx. 80 wpm) and various in-house systems.
- Qualities: reliable, conscientious, punctual, motivated, loyal and hardworking.

Employment History

Sept 18 to present **Freelance Administrator**

(June 18 to Sept 18) *Travelling the UK, on tour)*

Jan 17 to May 18 **Business Administrator**
Depression and Anxiety Service Mid & East Devon, Tiverton, Devon

- Management of the administration staff and full support to the managers and therapists
- Front line support over the telephone
- Minute-taker for Team Meetings

Reason for change: *End of Contract, left Devon*

Dec 15 to Dec 16 **Business Administrator**
Community Mental Health Team, Tiverton Hospital, Devon

- As above

Reason for change: *Temporary role: covering for one-year secondment*

Apr 13 to Nov 15 **Office of the Police and Crime Commissioner (OPCC), Exeter, Devon**

The role of this office is to hold Devon and Cornwall Police to account.

Reason for change: *Temporary contracts*

Sep 15 to Nov 15 *Partnerships and Commissioning Officer*

Jan 15 to Aug 15 *Scrutiny and Customer Services Officer / Volunteer Coordinator*

Apr 13 to Dec 14 *Volunteer Coordinator*

- Managing volunteers on the Independent Custody Visitor (ICV) and Police Dog Welfare Scheme based throughout Devon and Cornwall.
- Analysing statistical data received through the ICV reports, identifying trends and reporting issues within custody in the form of feedback, monthly, quarterly and annual reports.
- Recruitment, induction, training and ongoing reviews of the volunteers including observations carried out within the custody units.
- Team player within the Engagement and Volunteer department including organising and attending events on behalf of the OPCC and carrying out consultations with the general public.
- Preparing geographical and crime statistic reports for the Police and Crime Commissioner
- Managing correspondence received by the general public regarding complaints against Devon & Cornwall Police
- Project managing the process of change of the Volunteer Coordination from a full time role to part time, investigating and putting in place procedures to utilise the volunteers to manage the Scheme.

Main Achievements:

- Researching and producing new guidelines for visiting Terrorist detainees, including producing and carrying out the induction training for this new area (the only other OPCC in the country after the 4 main Terrorism centres to do this)
- The first non-sworn-in Police Officer in the UK to complete the National Custody Officer Learning Programme, becoming an Honorary Sergeant.

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Courses/Training: Support and Supervision of Volunteers (Feb 2015)
Volunteers and the Law (Feb 2014)
Recruitment and Retention of Volunteers (Jan 20014)
National Custody Officer Learning Programme (Nov 2013)

Feb 13 to Apr 13 **Administrator (temporary contract)**
North Devon District Hospital, Barnstaple, Devon

Sept 12 to Feb 13 Unemployed

Aug 07 to Aug 12 **Torrige Training Services (TTS), Bideford, Devon**

A charity to assist the unemployed, economically inactive and disadvantaged members of the community into employment/education using a wide range of interventions.

Oct 11 to Aug 12 **Youth Programme Manager**

- Managing a department with staff based throughout Devon including recruitment, inductions, appraisals and dismissals. Providing back up, resilience, support and motivation, plus sourcing extra cover from volunteers. Also 24/7 support while teams were away on residential.
- Ensuring quality and content of the Programmes were kept to a high standard.
- Management of the relationship/partnership with the key stakeholders.
- Carrying out all administration for the programmes including Internal Verifier for the PT qualification.
- Managing department budget.

Main Achievements:

- Expanding the department from 2 programmes in Sep 2011 to 15 by June 2012 (2 to 8 members of staff)
- Expanding the funding partners from 1 to 3 and securing future funding from all 3 partners for the next academic year

Reason for change: *Redundancy – charity gone into administration*

Jan 09 to Sep 11 **Group Operations Manager**

- Responsibility included group resources, IT, buildings/leases, health & safety, fleet of minibuses, telecoms, mobile phones and group insurance.
- Contract management of several programmes. Duties included line managing, liaising with stakeholders, administration, and internal verifier for C&G qualification.
- Project management.
- Assisting the liquidators in closing 2 social enterprises namely First Aid South West and the Hugg frozen yoghurt shop.

Main achievements:

- Successfully project managed the renovation of head office including design, overseeing all works, and managing the grant of £92,000 (coming in under budget and within the time schedule).
- Successfully project managed the opening of Hugg – social enterprise high-spec yoghurt shop in Exeter.
- Managed the transitional period of new government contracts in 2009 including expansion of the charity to more than twice the size. Therefore, recruitment of all new staff and locating, opening, negotiating leases for 3 additional regional offices.

Reason for change: *Role was made redundant. Offered position of Youth Programme Manager.*

Mar 08 to Jan 09 **Youth Services Manager**

Overall responsibility for the Prince's Trust TEAM Programme franchise.

Reason for change: *Promotion*

Aug 07 to Mar 08 **Prince's Trust Team Leader**

To recruit, select and lead a team of young individuals through a 12-week personal development programme centred around teamwork in the community.

Reason for change: *Promotion*

Courses/Training: CIEH Health & Safety Management Level 4 (unfinished)
Safeguarding Adults (Sep 2010)

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Safeguarding Children/Every Child Matters (Dec 2010)
OCR Level 4 NVQ in Management (Aug 2009)
CIEH Level 3 Award in Health & Safety in the Workplace (Jun 2009)
Effective Leadership and Performance Management workshop (May 2009)
Prince's Trust Team Leader Training (Jan 2008)
IIRSM Principles of Risk Assessment (Sep 2007)

May 07 to Jun 07 **Office Manager/Senior Administrator/Trouble Shooter**
Moorland Mousie Trust, Dulverton, Somerset

Reason for leaving: *Temporary placement*

Sep 03 to May 07 **Recruitment Consultant**
TQR, Barnstaple, Devon

Reason for leaving: *Redundancy*

Feb 00 to Aug 03 **Personal Assistant to the Managing Director**
BFP Wholesale Ltd, Sevenoaks, Kent

Reason for leaving: *Moved to Devon*

Oct 99 to Feb 00 **Recruitment Consultant**
Fox IT Recruitment, Sevenoaks, Kent

Reason for leaving: *Wanted a Career Change*

Apr 99 to Oct 99 **Recruitment Consultant**
Select Employment, Sevenoaks, Kent.

Reason for leaving: *Head hunted*

Aug 98 to Mar 99 ***Travelling (Canada, America, Australia and New Zealand)***

Aug 95 to Jul 98 **Hamilton Rentals, London**
Jan 98 to Jul 98 *Rental Business Development and Major Account Support*
Jul 96 to Dec 97 *Rental Sales Executive*
Aug 95 to Jul 96 *Human Resources & Facilities Administrator*
Reason for leaving: *To go travelling*

Education

1991 to 1995 **BA (Hons) in Leisure Management** - Thames Valley University
1989 to 1991 **BTEC National Diploma in Leisure Studies** - Mid Kent College of Higher Education
1984 to 1989 **8 GCSE's (including Maths and English)** - Walderslade High School for Girls

Previous Work Experience (*part time work and work placements during full time education*)

Jun to Sep 94 Full time Receptionist at Storrs Hall Hotel, Cumbria
Mar to Jun 94 Full time Receptionist at Patterdale Hotel, Cumbria
Jul to Dec 93 Full time in the Housekeeping Department at the Lodge at Kananaskis/Hotel Kananaskis,
Alberta, Canada
1992 to 1993 Part time Bar Person at the Feathers Public House, Ealing, London

References

Justine Curtis Team Manager – Depression and Anxiety Service, Devon Partnership Trust NHS, Beck's
Square, Phoenix Lane, Tiverton Devon EX16 6JP. 01392 385170. Justine.curtis@nhs.net

Barry Lucas Team Manager – Community Mental Health Team, Devon Partnership Trust NHS, Silverlea,
Tiverton Hospital, Kennedy Way, Tiverton EX16 6NT 01884 235710. Barry.lucas@nhs.net

Personal Information: *Published author*
Owner of well-known bow-tie-wearing duck "Star"