

Emma Barrow

Flat 1, 371 Wilbraham Road, Manchester, M16 8NG

Tel: (+44) (0) 7972114926 Email: emmalbarrow@googlemail.com

DOB: 27/06/1983

Personal Profile

I am dependable and adaptive, and have years of experience working with children. I have volunteered with 2 Brazilian Community groups for 7-18 year olds, some of which have physical and learning disabilities and behavioral problems, for 4 years. I assist in dance, drumming, music lessons and costume design. I find this way of using my spare time very rewarding and productive. I have had work experience at a Prep Kindergarten school and in my current work I have done studies with children on nutrition and school meals. I believe I would excel in a more people focused and varied career.

I have excellent written and verbal communication skills, I am extremely organized, can work independently or as a team and ensure that the job gets done. I am efficient, extremely competent, and have an excellent rapport with people of all ages. I am a hard working team player with strong ambition for a successful career.

Experience:

May 2008 –

Association for Public Service Excellence

Post	Client Coordination Officer
Post Purpose	To manage client relationships across the broad spectrum of projects undertaken by the best value consultancy including interim solutions and survey solutions, as directed by the Principal Consultant

- To assist with delivering the strategies, implementation and work Programme for APSE's best value consultancy as directed by the Principal Consultant
- To market all elements of the consultancy and interim solutions through creation and design of marketing materials
- To create content, design and update web pages and mass email communication
- Create articles for APSE research and publications as necessary
- To assume specific responsibility for managing client relationships for the interim solutions (interim management) service including the development of effective relationship management systems
- To develop effective relationships with existing and prospective clients of the interim solutions service
- To prioritise work on a day-to-day basis to ensure outputs are delivered in line with client requirements and to the agreed standards
- To work at all times within the policy framework of APSE and the ethical policy of the best value consultancy
- Ensuring the consideration of equality and diversity issues within all aspects of the position, but particularly in service planning, interacting with team members and customer care activities
- Complying with APSE's existing policies in relation to Investors in People (IIP), ISO 9001, ISO 27001 and ISO 14001
- Support the implementation of APSE's Business Plan and associated Service Development Plans
- To respond to client enquiries and contribute to the submission of proposals for interim solutions
- To assist with the recruitment and placement of interim managers as directed, whilst responding sensitively to the needs of clients and associates / interim managers

- To manage client accounts as directed, in particular for the interim solutions service
- To coordinate and monitor the projects undertaken by associates / interim managers and provide progress based reports for the Principal Consultant or the committees of the Association as required
- To ensure all expenditure reconciliation and client invoicing for interim solutions is kept up-to-date and to respond as appropriate to directions from the Principal Consultant in respect of variations to the usual priorities or billing arrangements
- To assist in the organization and management of the annual Associates Away Day as directed
- To assist in the promotion of APSE's best value consultancy as directed by the Principal Consultant
- To contribute to the effective management of APSE's best value consultancy including interim solutions and survey solutions

November 2006 – May 2008

Association for Public Service Excellence

Post	Finance and Administration Assistant
Post Purpose	To provide effective financial support to the Association including the effective and efficient processing of accounts and invoices. To provide administrative support to the Best Value Consultancy and Lifelong Learning & Development.

- To ensure the effective and efficient processing of accounts and invoices, and the processing of payments in accordance with the Associations procedures.
- Support the Association's provision of administrative and secretarial support to the APSE Secretariat, in particular the Best Value Consultancy and Lifelong Learning & Development
- Use of IT systems to carry out tasks and duties, in accordance with APSE's IT Policy
- Ensuring the consideration of equality and diversity issues within all aspects of the position, but particularly in interacting with team members and customer care
- Complying with the Association's existing policies in relation to Investors in People (IIP), ISO 9001 and ISO 14001
- To be responsible for confidential information where appropriate.
- Support the implementation of APSE's Business Plan and associated Service Development Plans
- Assist with the Association's financial operations, including generating customer invoices, inputting purchase invoices and chasing payments
- Coordinating and responding to telephone, email and general enquiries, in particular queries relating to payment of invoices and delegate bookings
- Assist in the production and distribution of management information reports in relation to the Association's activities
- Arranging necessary locations / catering for training events
- Assist in the maintenance and upkeep of the central membership and / or Performance Networks databases as required, in particular in relation to attendance at training events and consultancy clients
- Make travel / accommodation arrangements for senior members of the team
- Maintain records of senior staff movements including meetings and working days away from base
- Assist with issuing membership recruitment material to prospective members
- Where necessary assist with the collating and mailing out of papers for the Association
- Operating the Association's telephone switchboard including accurate message taking and delivery
- To work within the Staffing Rota to ensure adequate staffing at all times

November 2006

'The House' 2006 15 min feature Far Atlantic Pictures

Floor Runner/Production Assistant

- Assisting camera department as grip and board
- Distribution of sides and call sheets
- Liaising with the production office
- Providing support to other departments
- Working on location
- Working to the directions of the Associate producer

September – November 2006

g6.2 The Revolution

Broadcast Assistant – Working alongside the Station Coordinator

May 2006 – August 2006

Red Productions for BBC1, New Street Law 6x60

Floor Runner

- Key liaison between assistant directors and actors and extras
- Bringing actors and extras to and from set and checking actors through costume and make up
- Meeting and greeting clients and actors
- Distribution of sides and call sheets
- Liaising with the production office
- Providing support to other departments
- Working on location
- Working to the directions of the Associate producer

April 2005 – May 2006

Manchester Learning Disability Partnership

Administration Assistant

- Organizing diaries, meetings and duty rota's
- Managing service users' money, scheme monies, petty cash accounts, orders and invoices.
- Word, Excel, Publisher, Access, Power Point, Lotus Notes, Outlook, SAP

September 2004 – May 2005

BBC GMR

Broadcast Assistant

Researching guests, suggesting Programme input, Creating and carrying out interviews, from research to presentation. Editing, compiling phone ins, meeting and greeting guests, Using BBC scheduling systems such as ENPS, SABLE and Radio-Man

July 2004 – February 2005

Key 103 & Magic 1152 (EMAP)

Broadcast Assistant

Constructed and carried out interviews using Dalet and INS, researcher, Interviewer, Assisted in the production of a marketing videos

September 2002 – May 2004

Staffordshire University Student Union Bar

Team Leader of venue staff

Here I had responsibility for ten staff as well as attending to the needs of performers, organizing and promoting events. Here I learnt to cope well with pressure, manage my time and work effectively and obtain excellent organizational skills as well as working as a team.

Palace Theatre, Manchester

Standby Art Department - props.

GK Radio

Here I worked alongside other students creating a station that would benefit a diverse student demographic.

Training

- Quark and Adobe Photoshop
- Marketing and customer services strategies
- Project Management
- First Aid Certificate January 09
- Confidence and assertiveness training
- Customer services
- Excel intermediate
- Quick books
- Great Expectations Trainee Scheme - Media Training North West
- BBC Health and safety training
- Effective networking and pitching workshop
- Fire warden Training January 06
- Manual Handling November 05

Education

2001 – 2004 BaHons Film Television and Radio Production, Staffordshire University

North Chadderton Sixth Form - 4 GCE A Levels

1999 – 2001 Biology, General Studies, Psychology, Media studies,

North Chadderton Comprehensive School - 9 GCSE's

1994 – 1999 A – C grades

References

Miss Ursula Jones	Music Teacher and care worker	4 Silverwood Ave Chorlton-Cum-Hardy Manchester M21 8DA	Mobile +44(0)7882343067	ursulaj_dcf@yahoo.com
Mr Leon Patel	Teacher and Programme and Artistic Director	The Angel Centre St Philips Place Salford, M3 6FA	Mobile: +44(0)7771923185	bangdrum@tiscali.co.uk meninos_oldham@tiscali.co.uk Leon@bangdrum.co.uk

Interests: Samba drumming, Theatre, Script writing, Current Affairs, Art, and Yoga. **Driving license:** Yes