

Jade Victoria Harper

PROFILE

I am a highly motivated individual with a uniquely diverse set of skills and experience. In all positions, I have quickly been identified with the ability to adapt and grow, for the benefit of the company. I have a comprehensive understanding of most, if not all, company departments and protocols. I enjoy varied roles and am quick to adjust to new situations and challenges. I am able to manage my own workload and will always seek out additional duties if I find myself with free time.

EMPLOYMENT HISTORY

May 2018 – Present

General Manager

- ♦ Management of company targets and budgets, including oversight of all purchasing, expenditure and sales.
- ♦ Implementing changeover from Sage to Xero accounting software.
- ♦ Production of cost analysis and reports.
- ♦ Data modelling and projection for future costs, budgets, and target requirements.
- ♦ Calculating cost increases based on changes in government legislation, using the information to determine price increases to the customer.
- ♦ Input of all relevant cost changes into various systems to ensure the company is compliant with minimum wage, holiday pay, NI and pension payments.
- ♦ Lead on payroll for all employees, including management of statutory payments for various absences.
- ♦ Implementation, maintenance and re-certification of ISO9001, via regular internal and external audits.
- ♦ Production of standard audit paperwork, including CQC compliant systems for relevant customers.
- ♦ Creation of schedules for regular on-site quality and Health and Safety audits.
- ♦ Administration of all Health and Safety systems, including management of the Health and Safety policies and procedures, alongside the Company SafeContractor accreditation.
- ♦ Creation and ongoing revision of SOPs for all departments.
- ♦ Customer management through CRM systems, including quotations, on-boarding, queries and complaints.
- ♦ Creation of standard documentation for quotations, including liaising with a legal team for a full re-write of the Company Terms and Conditions.
- ♦ Site visits with customers to maintain healthy relationships, including upselling new products or services.
- ♦ Management of safeguarding systems, including induction, training and completion of DBS checks.
- ♦ Property, utility, equipment and vehicle maintenance, servicing, calibration and control.
- ♦ Providing cover for rota and resource planning for the Operations Team, as well as covering administrative duties.
- ♦ Approval of holiday requests for both the field and office staff, ensuring adequate cover is in place for each area.
- ♦ Issuing of all sales invoices, including credit control and bank reconciliation.
- ♦ Processing of all purchase invoices, including payment authorisation.
- ♦ Direct management of the Operations, Account and Administration teams. Indirect management of cleaning teams.
- ♦ Direct report to Managing Director.

June 2021 – August 2022

SEN Teaching Assistant

- ♦ Provide support to teachers in the learning and personal requirements of pupils with complex needs.
- ♦ Create suitable work and methods to further pupils' educational development.
- ♦ To ensure the safety, general welfare and conduct of pupils during the course of the school day.
- ♦ Assist catering staff with basic cleaning and general duties in and around dining areas.

May 2018 – June 2022

After School Club Setting Manager

- ♦ Ensure the safety, protection, wellbeing and happiness of the children in our care.
- ♦ Supervise children for fair behaviour during play, dealing with any injuries, conflicts or illness.
- ♦ Liaise with upper management, teachers, school staff, parents and carers.
- ♦ Management of a team of up to 10 Playworkers.
- ♦ Organise staff meetings, training and ensure all staff were up to date on policies and procedures.
- ♦ Preparation of risk assessments, COSHH records, PAT testing etc.
- ♦ Organisation of child and adult led activities using arts, craft, sports and general play.

Jade Victoria Harper

Mar 2017 – Apr 2018

Supply Chain Manager

- ♦ Management of freight the import of containers and onward haulage into the appropriate warehouses.
- ♦ Establish a smooth delivery process from collection through to customer receipt.
- ♦ Stock management, stock takes and consolidation.
- ♦ Packaging design and product certifications for new productions.
- ♦ Achieved renewal of the company's ISO9001 status by overhauling the quality management system, including writing SOPs, standard documentation, quality procedures and non-conformance reporting.
- ♦ Implementation of Fulfilment by Amazon for the Company's best selling products, shipping direct in the Amazon warehouses.

May 2015 – Mar 2017

Logistics Coordinator

- ♦ Management of internal transport rotas for delivery and collection of both raw materials and finished goods.
- ♦ A super-user on the company's ERP system, creating reports and ensuring high data accuracy.
- ♦ Creating orders, managing stock control and undertaking stock takes for both raw materials and finished goods.
- ♦ Production plans for 3 production lines, whilst allowing for down-time and planned maintenance, ensuring that adequate raw materials available to produce to plan, and onward haulage for finished product was available.
- ♦ Conducted regular inspections of incoming materials and finished products to ensure compliance with quality standards.
- ♦ Collaborated with engineering and production teams to identify root causes of quality issues and implement corrective actions.

Apr 2013 – May 2015

Office Manager

- ♦ Entrusted with all major responsibilities within the company, including purchasing, purchase ledger, sales invoiced, site visits, CAD drawings, quotations, sales, complaints, credit control, stock control, utility management, workshop rotas and management, HR, training, payroll and banking.
- ♦ PA duties for the MD, including making reservations for travel and accommodation, management of company credit cards and expense checking and payment.
- ♦ Provision of Safe Systems of Work, Method Statements and Risk Assessments for on-site construction works,
- ♦ Introduction of the SafeContractor Health and Safety Accreditation.
- ♦ Calibration and servicing of production machinery and equipment.

Sep 2012 – Apr 2013

Maternity leave

Following the birth of my daughter, I took the opportunity to spend as much time as I could with her. Once my maternity leave finished, I was unable to return in a capacity which would allow me to have a good work/life balance, 60-hour weeks were no longer feasible, and I made the difficult decision to extend my maternity leave until a suitable role arose.

Feb 1998 – Sep 2012

Internal Sales and Service Manager

- ♦ Assisted the Service Director in recruiting the service team, which comprised 5 office staff and 12 field service engineers.
- ♦ Management of said team including holiday, sickness and other absences, time sheets, appraisals, complaints and disciplinary action.
- ♦ Ensured all engineers and office staff received adequate training to complete their roles, organising the workloads in an efficient manner whilst taking into account the individual's ability.
- ♦ Customer management, including sales, after sales, quotations and invoicing.
- ♦ Successfully implemented a new service management software package, providing user interface designs, training documents and reports.
- ♦ Creating an effective and efficient series of procedures for documentation, drawing on knowledge gained 'on the job'. This ensured that customer enquiries could be handled quickly, resulting in a high percentage of return custom from non-contract customers.
- ♦ Creation and implementation of safe systems of work, method statements and risk assessment, also ensuring that the company COSHH documentation was up to date and issued to customers.
- ♦ Management of Internal Sales, including nationwide site visits and provision of quotations. In addition, I actively contacted existing customers to increase revenue.

Jade Victoria Harper

EXPERIENCE, EDUCATION & QUALIFICATIONS

TECHNICAL SKILLS

Bespoke ERP (2Serv, ASC)
 Microsoft Office (95 to 365)
 Microsoft Power Query
 SAP Crystal Reports
 Adobe Photoshop (6 to CC)
 Adobe Illustrator (CS6 to CC)
 Adobe Acrobat (7 to DC)
 Sage 50 Accounts & Payroll
 Exchequer Enterprise
 Xero Accounting

PROFESSIONAL SKILLS

Staff development & training
 Conflict resolution
 Senior level management
 Human Resources
 Recruitment
 Networking
 Sales quotations and negotiation
 Account management
 New business development
 Customer Services
 Data analysis
 Marketing & design
 Brand development
 Procedure & SOP creation
 Risk assessments
 SOP and policy creation
 Production planning
 Scheduling
 Purchasing & procurement
 Supplier management
 Logistics (import, export, internal)
 Warehouse & stock management

PROFESSIONAL COURSES

Emergency First Aid at Work
 General safety awareness
 Asbestos awareness
 Basic First Aid in the Workplace
 Safe use of Chemicals in a Leisure Club
 Health and Safety and COSHH
 Chamber of Commerce: Import & Export Procedures
 Leeds University Business School: Help to Grow Management

ADDITIONAL TRAINING

2019

NVQ Level 3 advanced apprenticeship in Playwork *Pass*

2018

HM Government Prevent Online *Pass*
 City of York Safeguarding Children Basic Awareness *Pass*
 College of Policing Channel General Awareness *Pass*
 Paediatric First Aid Level 3 *Pass*

2017

Google Online Marketing Fundamentals *Pass*
 edX DAT205x Intro to Data Analysis using Excel *Pass*
 edX UBCx: Intro to Marketing *Pass*

2013

OU T173 Engineering the Future *Pass*
 OU Y182 Starting with Mathematics *Pass*

EDUCATION

Harrogate College

1998

BTEC GNVQ IT Advanced *Distinction*

1996

BTEC National Diploma IT *Merit*
 City & Guilds CAD and Design using AutoCAD *Pass*
 City & Guilds Visual Basic 1 *Pass*

Upper Nidderdale High School

1994

GCSE Dual Science *BB*
 GCSE Mathematics *B*
 GCSE English Language *B*
 GCSE English Literature *B*
 GCSE Geography *B*
 GCSE French *B*
 GCSE Statistics *C*
 GCSE German *C*
 GCSE Art *D*
 RSA Statistics Stage II *Pass*
 Word Processing Stage I *Pass*

1993

GCSE Mathematics *B*