**Jill Louise Marrow *DipLCM***

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**Profile**

I am a confident, reliable and efficient worker who works very well in a team and on my own. I am an honest and trustworthy individual who can contribute well in group discussions and I have a good sense of humour. I am very sensible and I can see from other people’s points of view and can talk confidently to a variety of people whether on a 1:1 basis, via the telephone or in a group. I can explain ideas clearly and to the best of my knowledge and work as part of an already well-established team and justify decisions with evidence. I can prioritise my work and meet deadlines and I can get on with many people as I have a friendly and approachable nature. I treat others equally and with respect.

I am ready to take on a new and exciting opportunity and I am looking for a role where I can progress and develop my current skills whilst having the chance to learn and be given a challenge. I am looking for a fast paced working environment with great moral and support.

I am open to travel inside and outside of the UK.

**Key Competencies**

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| * Communication Skills
 | * Working on ones own Initiative
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| * Working in Teams
 | * Acting with Integrity
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**Career Summary**

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| **August 2006- January2018** |  **Springfields Fuels, Westinghouse *(formally known as BNFL)*** |

For the past 11 years I have worked at Springfields Fuels in Preston. I started work in 2006 as a Business Administration Apprentice working in the Training and Administration and Commercial departments. I graduated at the end of 2008 moving into the role of HR Administrator.

Human Resources –Permanent position offered after Apprenticeship

During my time in HR, I looked after Recruitment both internal and external to the organisation, Assessment Centres and Aptitude testing for Apprentices and Graduates, Sickness Absence, Pay, Contracts of employment, Organisational changes, Maternity and Paternity leave, NEST Pension Scheme, Administration of Leavers and day to day queries from customers both internal and external to the organisation.

Sickness Absence

I have been involved in sickness absence from the recording of when employees go off sick, to attending sickness meetings with occupational health staff to establish if management referrals are to be carried out, liaising with managers to advise of different stages that need to be applied dependant on how often employees have been off sick, looking at patterns in employees sickness history and the monitoring and recording of sickness absence statistics which were provided to the executive members of the company. The statistics were provided in a graph format using Microsoft excel and I used pivot tables to summarize data in an easy to read format.

Payroll

Each month I was involved in the inputting of the company’s payroll. This included all promotions, ad hoc payments and months where bonuses were due I was responsible for calculating and inputting all the figures in to the SAP system. I also dealt with our external payroll provider, ADP on different payroll issues. Any employee queries relating to their salaries or bonuses were dealt with directly by myself.

Internal and External Recruitment

During my role in Human Resources I was responsible for the resourcing of candidates for internal and external roles. I was involved in compiling the job advertisements and dealing with managers to source candidates and then shortlisting from looking at different candidates CV’s/Application forms right through to interviewing and selection.

For some roles such as Apprentice Recruitment, this involved a little more organisation as there were aptitude testing which took place and for Graduate recruitment we held assessment days which I was involved with the organising and facilitation. I also helped implement a new recruitment system called brassring. This made the recruitment process much more slick and efficient. It helped me from a employers point of view and also helped candidates applying for roles as the process became much more steam lined, effective and consistent. During the implementation of this system I had to deal with colleagues from overseas and hold my own conference calls to implement the system.

I was also given full responsibility of seeing new starters on their first day, informing them of various systems, informing and signing them in to the company pension scheme and making them feel welcomed in to the company. I also hired the new starter on the HR SAP system inputting all their personal details, payroll information etc.

I implemented a new starter welcome booklet which acted as a reference guide for each new starter to take away with them after seeing myself on day 1 and I helped implement a new starter document system called Red-carpet. This was a recruitment system which new starters could log in to before their first day to complete various first day documentation.

General HR

I have a broad knowledge of SAP HR. I can run my own reports from SAP and download and manipulate data in a way that is concise and accurate to what the customer wants. I have also used SAP to ensure organisational charts are up to date, payroll information is recorded correctly, personal data is kept up to date and sickness absence is recorded accurately. I was also responsible for seeing employees who were leaving the company through retirement or resignations and I was responsible for the NEST pension scheme when we had new employees joining the company if they did not want to be enrolled in to the company pension scheme then I administered the enrolment of them in to Nest if they were eligible workers. I also looked after the re-enrolment of workers in to Nest also.

I was also responsible for completing and sending out contracts of employment including; full time contracts, part time contracts and flexible working contracts and I looked after the companies long service awards.

Whilst in HR I ran my own safety workshop for all members of the HR team. This was a half-day session which focused on slips, trips and falls not only in the workplace but outside of the workplace also. I made the session fun and interactive through using power point to show real life videos which I felt had a big impact and through group activities which made the session fun and made everyone feel involved.

Training Administration – (whilst in Apprenticeship)

My main duties included the administration of training courses both internal and external to the organisation. This included taking course bookings for internal employees and booking external courses for employees to attend offsite. I was responsible for raising purchase orders for payment of course bookings, preparing course joining instructions and course materials, booking refreshments and the general smooth running of all training courses held. I also helped employees to understand when they required refresher training through running their training record from a system called Peoplesoft. Whilst in this role I had to deal with a range of customers both internal and external to the organisation and employees who worked in more senior roles to myself. Good communication skills were vital in this role as I was dealing with a range of customers both in person and over the telephone. I was also responsible for a system called Provider online which was a database where all our engineering apprentices details were stored. This system logged their qualifications and it also helped track funding that the company could receive for training of apprentices. It was vital this system was kept up to date on a regular basis.

I also helped to organise events such as the apprentice prize giving day which was an annual event held to recognise achievements of the companies engineering and business apprentices. This involved a lot of organisational skills and it was key to work to deadlines to ensure tasks were completed on time. Again, this involved communicating not only with my own colleagues but people outside of the business.

Commercial department – (whilst in Apprenticeship)

In this role I was solely responsible for a document management system. This system recorded all contracts which were sent to the Nuclear Decommissioning Authority. It was vital the system was kept up to date and items were recorded accurately. Attention to detail was a key element in this role. I was also given the opportunity to develop and roll out 5S in the department to help define rules to eliminate waste and maintain an efficient, safe and clean work environment.

I have a good knowledge of many Microsoft packages including Word, Excel and PowerPoint and whilst working at Springfields Fuels I used Lotus notes and more recently for the past 7 years, Microsoft Outlook for emails.

I can quickly grasp new systems and processes and I can communicate well with all levels of the organisation.

**Professional Development**

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| * IOSH working safely (office)
 | * Seminar on Social Media
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| * Manual Handling
 | * HR Policy Awareness training
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**Education & Qualifications**

Diploma of the London college of music in electronic keyboard performance September 2011
HNC in Business Administration (with Human Resource Management) June 2011
ECDL Qualification July 2008
Advanced Apprenticeship in Business Administration June 2008
NVQ Level 3 in Business Administration June 2008
NVQ Level 2 in Business Administration June 2007
Key Skills Level 2 in Application of Number May 2007
OCR Level 2 certificate in Text Processing February 2007

10 GCSE’s including; English Language and English Literature Grade C, Maths Grade D and Science Grade D achieved in May 2006*.*

**Key I.T Skills**

* Competent in the use of Microsoft office including; Word, Excel and PowerPoint.
* HR SAP User

**Other Details**

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| **Other:** | Full, clean driving licence. |
| **Interests:** | One of my interests is playing the electronic keyboard which I play in my spare time. I have been attending lessons since the age of 11, I have played in a few music concerts and completed many examinations gaining my diploma which allows me to now teach. I also enjoy socialising with friends and family and I like to travel. I also have two Labradors which are family pets which I enjoy walking in my spare time. |

**References are available on request**