

Gemma Elizabeth Murray

Address

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Education & Qualifications

St Michaels High School, Chorley – 1992 – 1997

7 GCSEs including Maths & English – Grades A – C

Runshaw College, Leyland – 1997 – 1998

RSA Diploma in Administrative & Secretarial Procedures

RSA Business Administration Pass

RSA Administration Practice Pass

RSA Word Processing II Distinction

RSA Audio Typing Distinction

RSA Shorthand (70wpm) Distinction

NVQ 2 Business Administration Pass

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Personal Appointments

6 February 2013 – Present

Lea Hough & Co Chartered Surveyors – Office Manager

Duties include, but are not limited to, providing audio typing support; I have an audio and copy typing speed of around 130 words per minute and produce Building Surveys, Level 2 Home Surveys, Valuation Reports for private clients, probate, IHT, matrimonial, etc. Diary management for a team of 6 Chartered Surveyors. Managing and supervising the workload of 2 secretarial staff. Dealing with new business from initial contact (by email or telephone) through issuing of Terms of Engagement, obtaining payment, booking appointments and through to compliance checking and issuing of final reports. Ensuring compliance with all RICS regulations including regular updating of documents such as Terms of Engagement. Use of 'Quest' and various supplier portals for invoicing, report submission and compliance checking. Maintenance and compliance checking of digital files.

September 2010 – January 2013CCTV Tech Support, Shaldon, Devon – Secretary

A demanding position within a fast-paced expanding sales office. Providing secretarial support to a team of engineers. Diary management. Appointment booking. Dealing with customer complaints and enquiries. Audio and copy typing site reports. Stock control. Managing expense claims. Sage accounts and Payroll, Booking accommodation and travel for engineers.

Reason for Leaving : I wished to relocate back to Lancashire, The company has since ceased trading

June 2007 – September 2010WBW Solicitors, Torquay, Devon – Legal Secretary (Family)

A multifaceted role providing secretarial support to a team of 4 lawyers. Audio typing of various documents from simple correspondence through to complex Court documents. Setting up Court bundles. Dealing with telephone and email enquiries. Assisting clients with form-filling over the telephone or face-to-face. Ensuring completion of files from point of initial enquiry through to invoicing and closing. Use of case management software. General administrative duties such as filing, archiving, cash-handling etc.

Reason for Leaving : Seeking a change of environment

June 2006 – June 2007Kitson Hutchings Solicitors, Legal Secretary (Commercial Conveyancing)Temporary Position – Maternity Cover (12 months)

Providing secretarial support to a team of 8 commercial lawyers. Audio typing of correspondence, reports and conveyancing forms. Production of Land Registry documentation, from initial completion through to submission to the Land Registry via portal. Completion of sales including confirmation of receipt of funds and transfers.

Reason for Leaving : Temporary position only

*Career Break***September 1998 – February 2002**Premier Inn, Chorley – Receptionist

Initial point of contact for guests. Checking-in and out. Handling bookings via telephone, online and email. Dealing with complaints, refunds, enquiries etc. Organising fire safety and security checks.

Reason for Leaving : Maternity leave and moved to Devon