

RESEARCH ON ECONOMIC POLICY IMPLEMENTATION & MANAGEMENT  
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### Anne Williams

Anne Williams has over 30 years PA/secretarial experience across the public and private sectors. Her career spans across the creative and cultural industries, heritage and the private sector. She has strong events management skills and television broadcasting experience. Anne is a highly experienced PA/secretary with a first-rate track record with excellent communication skills, a proven team player with very strong organisational abilities together with an eye for detail. Anne is proficient in all areas relating to administration and office support as well as organising conferences and training events.

#### PROFILE:

- strong communication, presentation and organisational skills
- highly focussed on customer needs and relationship building
- demonstrates initiative and confidentiality both independently and within a team environment
- ability to develop good working relationships with customers and staff at all levels

#### EDUCATION:

- Currently a student member of the Institute of Enterprise & Entrepreneurs (SFEDI) Award Level 2 Certificate in Preparing to Run Your Own Business (2012)
- Recent employer training included: MS Excel, MS Project, Diversity, Coping with Change, Working with Local Authorities and Minute Taking.
- European Computer Driving Licence (2003)
- RSA Word Processing (Distinction) (1998) RSA Text Processing Parts I, II & III (Distinction) (1998)
- London College of Secretaries - Shorthand (100wpm), Typing (60wpm)

#### CAREER HISTORY

##### LinchpinPA

##### Proprietor - current

Providing office support as a virtual assistant - event co-ordination, diary management, audio transcription and travel planning, helping clients to develop and grow their business by freeing up their time.

##### Creativity Culture & Education (CCE)

##### Role: Schools Programme Co-ordinator - April 2009 to September 2011

##### Responsibilities:

- lead co-ordinator for national meetings for area delivery organisations in the country – full day meetings once a term in London with key note speaker, activity, etc.
- managing stakeholder relationships with organisations delivering the Creative Partnerships programme across the UK and dealing with every aspect of delivery
- quality assurance of documents relating to national programmes in schools
- monitoring the delivery/effectiveness of CCE's programmes in schools and analysing data effectively

##### Key achievements:

- relationship management with a portfolio of area delivery organisations across the UK
- managing heavy workloads around a national database
- implementing, maintaining and improving internal administrative systems and processes
- effective analysis of data to ensure effectiveness of work in schools

**Creative Partnerships Northumberland (Arts Council)**

**Role: Team Assistant - 2005 to 2009**

*Responsibilities:*

- managing stakeholder relationships with schools, practitioners, local authority, etc.
- project management
- PA to Director – complex diary and travel arrangements
- monitoring data to ensure effectiveness of work in schools
- organising all CP events for schools – workshops, seminars, conferences, etc

*Key achievements:*

- effectively managed the school application process for the programme
- successfully organised complex travel arrangements for a large team of contributors to 'Anthem for Northumberland' and workshop leaders in 'Northumberland Rising' (travelling from South America and USA)
- twice awarded 'outstanding' in annual performance review

**Assessment & Qualifications Alliance (AQA) - Role: PA Teacher Support – 2003 to 2005**

*Responsibilities:*

- regional representative of a national team delivering support to teachers
- organised a large series of meetings across the UK
- managed stakeholder relationships
- booked presenters, venues, delegates, preparation of delegate packs

*Key achievements:*

- successfully organised a national series of meetings for KS2 maths and English with over 4,000 delegates during one term across the UK

**The National Trust - Role: PA to Marketing & Communications Manager – 2000 to 2003**

*Responsibilities:*

- preparation of all regional marketing literature for print/web
- supervision of regional booking office for event ticket sales
- supported membership recruitment team
- collated region's entries for NT Handbook
- supported all properties in press & communications/print & marketing
- key point of contact for all press & media enquiries for region

*Key achievements:*

- selected to represent the region at national level re: organisational review
- successfully organised the first regional conference of a newly created region attended by director general (Northumbria and Yorkshire)
- moved office function during foot & mouth disease to temporary location whilst dealing with extremely heavy workload of press & communication

**Other Employers:**

**Northumbrian Lyonnaise International (Northumbrian Water Ltd)**

Role: PA to team

**Prontaprint**

Role: Franchisee

**BBC TV North East**

Roles: Secretary/News Transmission Assistant/Production Assistant

**Proctor & Gamble**

Role: Secretary

**OTHER RELEVANT INFORMATION:**

Driving Licence/British Passport

Criminal Records Bureau Enhanced Disclosure number: 001303943881 (issue date 30 Nov 2010)