

CURRICULUM VITAE

PERSONAL DETAILS

NAME: Deborah Jayne Smith

ADDRESS: 115 High Trees Close, Oakenshaw, Redditch B98 7XL

MOBILE NO: 07938 718 055

EMAIL: debsjhome@gmail.com

EDUCATION & EXAMINATION RESULTS: Shenley Court Comprehensive School, Northfield, Birmingham – 1977
1982 - 'O' Levels

English Language - C	Maths - D
English Literature - C	French - D
Biology - C	Geography – C
History – C	Spanish – E

CERTIFICATES:

Display Screen Equipment (June 2024)
Effective Homeworking & Wellbeing (June 2024)
Fire Safety Awareness (June 2024, reviewed June 2025)
Health & Safety Awareness (June 2024)
Manual Handling in Low-Risk Environments (June 2024)
Mental Health First Aider (May 2025)
CPD Training Keeping 16–25-year-olds Safe from Abuse (January 2025)
Safeguarding (June 2024)
Workplace First Aid (January 2024)

PRESENT SELF-EMPLOYMENT:

Just Admin (formally Audio & Copy Typing Services), Redditch – January 1996 to present day
Job Description/ Position: OWNER - Self-employed secretary/ Virtual PA/ Administrative Services etc

I have been self-employed for 30 years+ and have run my own business providing secretarial and admin support to a wide range of clients and professions, either face to face or virtually. Working for many different clients from many fields of work, has meant that my skill base is very broad and I am able to efficiently switch between them due to their ever-changing demands and environments. This means I am able to prioritise work whilst under increased pressure.

My client base includes varied professionals but more recently I have worked for: a charity involved with prisons (including running a prison visitors' centre), a charity running a youth centre, building surveyors, contractors, dentist practice, private investigator, university research departments, a business involved with Building Control appeals, publishing, quantity surveyors, estate agents (commercial & residential), English Heritage, ROSPA, a grant making Trust, Legal Solicitors, to name but a few, plus a number of private individuals to type CV's, student assignments, transcribing research interviews, correspondence etc.

The range of work undertaken as also been varied and included: HR (recruitment, interviews, maintaining HR files, induction, policies/ contracts etc), payroll, procurement, creating policy & procedural documents, arranging & running fundraising events, bid writing, research, event management, attending meetings, organising diaries, representing my clients at various functions, producing a variety of reports (e.g. condition survey reports, bills of quantities, home buyers reports, insurance claim reports, etc), producing charts, databases, website management, correspondence, editing, magazine design, invoicing, data control, GDPR, equality & diversity, etc.

This self-employed role is now scaled back due to the new role I took on at MGTS last year.

SiDe-lines, Redditch

Job Description/ Position: Self-employed business owner

Having worked for a charity within the prison sector, I realised there was a gap in the market to provide additional support to both prisoners and their loved ones. With this in mind, I set up a gift ordering service, enabling prisoners to place orders through their prison business hub, who then take payment from the prisoner. The business hub then passes and pays for the orders directly with SiDe-lines, and I then gift wrap each individual gift, adding a bespoke message sent from the prisoner themselves, before posting the gifts directly to their loved ones. This service is presently operating in approximately 5 prisons throughout the UK.

Tanquility Tanning Limited, Birmingham

Job Description/ Position: New start-up business

A business partner asked for me admin assistance in setting up this new business venture which is still in its infancy but in the future will hopefully provide a full time income as managing the salon and providing director dividends in the future.

RECENT EMPLOYMENT:

Midland Group Training Services, Redditch – June 2024 to May 2026 (made redundant)

Job Description/ Position: Centre Administrator

Due to the training centre closing I have been recently made redundant from this post, However, I provided full secretarial/ admin support and office management for the whole engineering apprenticeship training centre at the Redditch site accommodating up to 60 apprentices and a minimum of 8 lecturers at any single time. A very proactive approach was required for this role which had a wide range of responsibilities from student liaison & registrations, safeguarding, building & equipment maintenance, office management, data entry/ report formulation, liaising with student's places of work, coordinating diaries, managing commercial training courses etc.

RELEVANT EXPERIENCE:

Office management: I have years of experience managing an office and its staff, whether that be the sole person with full responsibility of everything involved in the day to day running of an office or overseeing & delegating workload & organising staff accordingly. I have many admin & secretarial skills which are transferable into a variety of office environments.

During Covid and due to staff sickness not only did I provide admin support to a charity working with families of prisoners I have worked with for many years, but I was asked to manage a large Visitors' Centre at a Midlands based prison whereby extreme caution was needed with regards to GDPR, safeguarding, visitor vetting processes etc., plus on top of this was adherence to Covid restrictions and managing staff to ensure the centre was always open at the required times.

I have been the safeguarding point of contact at the apprenticeship training centre.

Software: Competent in the use of the Microsoft Packages including Teams, Word, Excel, PowerPoint & Access. Have also used a number of other software applications including Quark, Adobe Photoshop, Digital transcribing software, database software, Sage payroll, Xero software for wages/ invoicing, etc.

Transcribing: I have transcribed a wide range of documents from digitally produced sound files e.g.: research interviews, group discussions, conferences, guest speakers, police interviews, meetings, reports & correspondence etc.

Tel/Receptionist Experience: Obtained good working knowledge of a variety of computerised switchboards, plus what are now outdated plug/push button switchboards. In addition, I am proficient in organising meetings & refreshments, booking venues and maintaining diaries. I have dealt with complaints and general enquiries via the telephone or face to face.

Management Experience: I have managed & recruited secretarial staff and been involved in their training & supervision. Working for a variety of clients at any one time, means I can prioritise and organise workload accordingly. I have excellent communication skills, both verbally and in the written form, enabling me to liaise with staff at all levels within an organisation. I have implemented and maintained up to date policies & procedures.

I have managed & run a publishing company whilst the Director was away from the office requiring me to meet publishing deadlines, ensure sales team meet required targets and approve the final proof prior to magazine production.

ES/ PA Experience: I have managed diaries, travel arrangements & hotel bookings including expenses. I have organised meetings, events, activities for youth centre, fundraising events, training & conferences.

I comfortably and confidently liaise with staff, colleagues, third parties & visitors and am able to maintain & set up databases and assist in the setting up of policies, procedures & associated templates. I can work using my own initiative or as part of a wider team.

PREVIOUS CAREER HISTORY

Povall Flood Wilson formerly Povall Worthington (Building Surveyors & Architects) (now merged with EC Harris), formerly of 214b Hagley Road, Edgbaston, Birmingham, B16 9PH (0121 455 9515) - March 1990 to Jan 96

Job Description/Position: PA/Secretary/Office Manager

Briefly my position was as PA to a Partner and secretary to a team of surveyors. It encompassed all traditional secretarial and administrative duties relating to confidential, personal and general office correspondence, via audio and copy typing within a building surveying environment. Typing ranged from basic letters through to larger documents such as specifications, reports and schedules, using WordPerfect 5.1.

I required a professional attitude enabling me to recruit, train and supervise admin staff, thus enabling the smooth running of a busy, efficient and professional office to continue, with a heavy biased on accuracy and presentation.

Commitment to my position was high, as I constantly worked to tight deadlines. The practice also achieved BS5750 Quality Assurance Certification.

Peter Hing & Jones (Architects), Edgbaston, Birmingham (formerly of 28 Calthorpe Road, Edgbaston, Birmingham) - Dec 85 to March 90

Job Description/ Position: Secretary to Associate Architect & team of Architects

I began working at PH&J as a temporary Receptionist but was offered an Office Junior role as this temporary contract came to an end. Over the remaining years my career developed so that I became a secretary to an Associate and team of Architects. My role consisted of audio/copy typing of personal and general office correspondence, minutes, specifications etc. I used a facsimile, kept a diary, booked appointments, organised meetings and filed. I was also the relief telephonist/ receptionist, which included the booking of meeting rooms and signing in of visitors. I was also secretary for the

PH&J Sports & Social Club whereby we planned and organised social events for the Partners, employees and families of those who worked there.

Various Temporary Staff Employment Agencies - Aug 84 to Dec 85

I temped for various employment agencies, covering receptionist/telephonist duties and copy typing/filing assignments within a wide range of professional businesses.

Various Junior Positions – Jan 83 to Aug 84

Telephonist/receptionist/telex and word processor operator, plus general office admin duties.

ICFC Work & Learn Scheme, Edgbaston, Birmingham - Sept 82 to Jan 83

This was a scheme run by what was then known as the Manpower Services, covering all aspects of the office environment and basic business studies, encompassing typing and basic accountancy, as well as training in interview techniques and presentations. I also completed 6 weeks of work experience as a telephonist/receptionist and post room clerk.

OTHER RELEVANT INFORMATION/ VOLUNTARY ROLES:

I hold a current full driving licence and have my own transport. I have been the Secretary for Riverside Residents Association, providing support to the local residents and have also been Chair of my children's school Fundraising Committee. I have also been a Director at West Heath Community Centre (Hampstead House) which provides services at a local level, to the immediate community. All of these positions have been in a voluntary basis and involved various aspects of admin support, fundraising, organising events etc.

INTERESTS/ HOBBIES:

I enjoy painting in oils and attended for many years a local art class, having learned to paint from scratch. I organised art exhibitions for the group & participated in promotional events to gain new members. I also enjoy reading, listening to live music, travelling and spending quality time with family and friends. I regularly attend local live gigs, particularly focused on Blues music and attend Blues festivals with friends throughout the summer months. I have recently joined a 'Rock Choir' where we perform at local and internal events around the UK.