

# KAYE BARNETT

## RECEPTIONIST

### CONTACT

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### AWARDS

Values - Open & Honest (2023)

Pride & Passion (2020)

Staff Member that Brightens My Day  
(2017)

### SKILLS

Organised  
Efficient  
Eye for detail  
Time management  
Information analysis  
Digital competency  
Communications  
Creative  
Positive & Proactive

### QUALIFICATIONS

IPSEA SEN Advisors legal training levels 1  
& 2 - 89 & 90% pass rates

Level 2 NCFE Information, Advice and  
Guidance

Level 2 Diploma in Reception & Front of  
House Management

Institute of Legal Secretaries & PAs Legal  
Secretaries Diploma – Distinction (97%)

AS Levels in Fine Art & Photography - A

Emergency First Aid at Work

### PROFILE

Award-winning Receptionist and Administrator with over 8 years' experience, which includes administrative management and support across a range of business functions, including reception, HR, payroll, marketing, training and recruitment. Presently providing an exemplary service as Receptionist at the Rose Road Association

### WORK EXPERIENCE

#### Receptionist

Rose Road Association

Jan 2023 - present

- Greeting visitors with a warm welcome and polite and friendly manner in person and on the phone
- **Contacting families over the phone to participate in service feedback survey and liaising with managers on any issues arising. Won a Values award for this work**
- **Collating staff sign in data and reporting to the Central Services Coordinator**
- Responsible for incoming/outgoing post, facilities bookings and visitor parking
- Providing administrative support to the Head of Estates

#### Proofreader

Freelance

Dec 2022 - present

- Performing spot checks to full content checks of verbatim and intelligent verbatim for accuracy in transcripts of audio and video recordings
- Correcting errors in spelling, grammar and punctuation and inaudible content. Content included interviews, surveys and HR matters inc. dispute resolution
- Researched topics of discussion to ensure accuracy of content. Clients included the National Audit Office, Natural Environment Research Council and the Football Association

#### Office Administrator

Red Lodge Community Pool

Sept 2022 - Dec 2022

- Responsible for the smooth day-to-day running of the office including all administrative functions to deliver an outstanding customer experience
- Providing pool users with a warm welcome, responding to queries at the front desk and on the phone
- **Responsible for invoicing and accounting functions through with Quickbooks and migrating data to new system Quickfile for cost efficiency savings**
- Facilitating GDPR compliance in systems and processes

#### Office Administrator

Kumar Associates Chartered Accountants

May 2022 - Sept 2022

- **Responsible for administration of all client files, including set up, process tracking, archiving and disposal. Files managed through IRIS Software and paper based accounts.**
- Responsible for ensuring client AML credit checks and ID checks are complete
- Responsible for the return of client accounts paperwork and processed incoming and outgoing post
- Overseen health and safety and fire awareness of the office
- **Developed database log and tracker to ensure that all client information is compliant and up-to-date**

#### Business Administrator

Countess Mountbatten of Burma Romsey Memorial Trust

Dec 2021 - May 2022

- Proactive team player providing important administrative support across a range of processes in HR, recruitment, marketing, and finance; supported payroll at a charity-run residential care home
- **Assisted the Registered Manager, Head of Care, Care Team Leaders and Senior Business Administrator in the day-to-day smooth running of the home**
- **Collated, edited and published weekly residents newsletter and monthly family newsletter to the delight of residents and their relatives**
- Updated all Staff HR files to meet CQC standards, ensured full employment history on record and ensured DBS checks were valid

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## RECEPTIONIST

### MEMBERSHIPS

Chartered Institute of Editing & Proofreading

Lifetime Associate Institute of Legal Secretaries & PAs

Chartered Institute for the Management of Sport and Physical Activity

### RECOMMENDATIONS

"Kaye is working so hard at home compiling updated information to share with families, creating resources to support them as much as we can. Kaye is going above and beyond in the circumstances and it's so amazing to see such hard work and compassion"

**C Nkomo, SENDIASS Advisor**

"Kaye is our amazing Family Services Administrator. Kaye is responsible for keeping the wheels in motion. We would be lost without her"

**J Maxwell-Heron, Programme Manager**

"Kaye is a highly motivated and committed person. I have nothing but the praise for her character."

**L Stojković, Southampton City Council**

### REFERENCES

Available on request

### HOBBIES & INTERESTS

Qualified Level 3 Pilates and Yoga teacher and exercise referral specialist, teaching weekly community group classes and 1:1 private sessions

Violinist and member of local orchestra and string quartet

### WORK EXPERIENCE

#### Communications Administrator

Rose Road Association

July 2019 - Dec 2021

- Proactive team player provided full administrative support to a team of 22 colleagues and 3 volunteers
- Responsible for social media strategy for SENDIASS services in Southampton, Portsmouth and West Berkshire. Achieved record engagements levels with an increase of 45% in one quarter. Experienced in updating service websites
- **Responsible for quarterly contract monitoring, produced detailed quarterly reports for service commissioners of the SENDIASS services to tight deadlines and in record timing**
- **Responsible for the front and backend administration of CRM system Charitylog for all client files and maintaining the VOIP phone system user updates across the organisation**
- Responsible for the electronic equipment log for all team members including allocation of mobile phones and computer equipment to staff
- Created a range of publicity material from posters, leaflets, business cards to social media images for PCF and SENDIASS services to highest standards
- Member of the Staff Forum and Health & Safety Committee

#### Receptionist

Rose Road Association

Nov 2015 - July 2019

- Provided visitors with a warm welcome, polite and friendly. Managed a team of 3 reception volunteers, worked together to solve problems and improve service delivery
- Responsible for facilities invoicing. Produced monthly invoices for up to 20 clients and followed up bad debt to ensure payments received. Co-produced a new process of logging hydro pool usage for accuracy and maximum usage and recorded profitability
- **Collated, edited and published monthly staff bulletin**
- Provided Administrative support for the Estates Manager including diary management and training delivery
- **Administrative support for CEO and deputy CEO including highly praised design work including internal and external publicity materials**

#### Administrative Assistant

SPECTRUM Centre for Independent Living

May 2015 - March 2016

- Provided high quality admin support to busy Community Navigation team. Helped team with general admin tasks and additional support
- Responded to enquiries from stakeholders, health care professionals, service users and the general public
- **Produced publicity materials, designed project logo and created reports presented to the Management Committee**
- **Created and developed database of over 200 entries of local community information and contacts**

#### Receptionist Administrator/Conference Administrator

Unity 12 CIC

June 2015 - Nov 2015

- Responded to enquiries in person, telephone, email and minicom; operated switchboard
- Created and maintained good working relationships with office tenants, external users and student volunteers
- Provided high quality general administrative support: cash handling, photocopying, shredding, filing, ordering stationery and dealing with post
- Managed largest day in Unity 12's conference booking history