

Sandy Jackson

Maidenhead, Berkshire

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Highly capable individual with experience drawn from the charity and caring sectors. Successful track record in supervising teams, customer care, cash management and inventory control. Has excellent skills and a good business knowledge of working in the people focussed businesses of charity retail, and as a Carer, has full understanding of confidentiality and sensitivity when dealing with difficult situations. Has strong empathy skills and is known by colleagues as caring and supportive. Now looking for a new role to develop these attributes and a desire in making a difference within the community.

Key Skills

- Sage Line 50 and Microsoft Office
- Health and Social Care Certificate
- Enhanced DBS, GDPR and Internet Security
- Trained and competent in applying Equality, Diversity and Inclusion
- Emergency First Aid
- Health and Safety in the Workplace, Personal Safety and Fire Safety Level 2
- Comfortable with responsibility and decision making to get the job done

Employment History

Referrals/Donations Assistant Anyname Charity 2021 to date

The role consists of assisting the Referrals Manager to process cases by carefully selecting the requested items, packing, labelling and completing a cross referencing checklist. Other responsibilities include:

- Undertaking set tasks by the Warehouse Manager such as detailed quality control, safety checks through to storage in the warehouse
- Supporting with additional projects to support those in the community

Charity Shop Supervisor Harris Hospice Shop 2016 to 2021

- Assisting the Community Project Manager with support for clients, staff, volunteers and customers including those with additional needs. Building positive relationships that create stability and when necessary, resolve conflict
- Customer service via telephone, email and face to face often dealing with situations of a sensitive nature
- Till operation, cash handling, daily sales reports and cash reconciliation, production of daily and weekly sales ledgers and banking including petty cash reconciliation. Organising the weekly rota and forecasting for the month ahead
- Motivating/leading a team of staff and volunteers to ensure the shop ran smoothly on a daily basis with weekly team strategy meetings focusing on current trends, enhancing sales and bridging gaps within the team
- Overseeing quality control of all stock, making safe disposals, recycling where necessary and safe storage of suitable items
- Weekly and bi-annual stock rotation, replenishment and refits
- Daily Health and Safety, First Aider and Fire Marshal. Arranging fire drills, producing risk assessments and safety evacuation plans for staff and volunteers with additional needs and requirements. Assisting shop manager to review and amend shop Policies and Procedures annually and when necessary. Main key holder

Volunteer Sales Assistant British Heart Foundation 2015 to 2016

- Based in the furniture shop assisting in sales of furniture, housewares and electrical items
- Customer enquiries and appointment bookings via telephone and face to face
- Display of furniture safely, accessorising furniture with modern and vintage items
- Till assistant, cash handling and key holder

Carer **2010 – 2015**

The role involved acting as the co-ordinating link between a wide range of support organisations in the Sussex area. My responsibilities included;

- Liaising with Student Support and Safeguarding Teams in Secondary Schools and Colleges
- Local Authority Education Welfare Department
- GPs, Local Hospitals and CAMHS
- Social Services – Early Intervention and Safeguarding Team
- Family Support Services and local Family Law Courts and Refuges

Early Work Career	2008 to 2010
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Returning to work after raising a family, I undertook a period of work experience to gain relevant and updated skills, knowledge and confidence in what would be a new environment. The first role was a placement in the Administration Office of a large Community School. This underpinned my knowledge of office procedures, technology in use and working with a new team. Task included: general parent and supplier enquiries, school finances and use of the SIMS packages.

From this I secured a role with a small business in supporting the MD and carrying out a wide range of financial processes: banking, International payments, foreign currencies, sales and purchase ledgers and credit control. All of this gave me a sound base to take a next step in my career.

Qualifications and Training

Academic

Educated to GCSE standard,
6 passes including Maths and English

Professional Vocational

NVQ in Project Management

Technical

IT L2 Excel
Basic mechanic course
First aid trained
Full clean Drivers Licence

Leadership

Train the Trainer
Supervisor Skills
Managing conflict course

Personal Information

Active past-times including walking and swimming. Has learned about local history by attending seminars, enjoys all the usual family events and outings
Developed good skills in gardening and photography