

Jenny Tooze

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Profile

A competent and professional self-starter who has substantial experience in internal communications, events management, administration and customer service. Has worked across a variety of sectors, including not-for-profit, public sector and higher education. Enjoys working collaboratively with colleagues at all levels and actively seeks to make a positive difference and add value to an organisation. Takes a keen interest in optional engagement activities outside designated role, including staff charity and social committees.

Key Skills and Experience

Administration Management and Customer Service

- Considerable reception, switchboard and front of house experience
- Providing efficient administrative and clerical support to a team of six thematic academic specialists
- Arranging team meetings and sending out minutes, also organising regular one-to-one catch-up calls with the team head
- Providing professional operational support to the team during events and meetings
- Managing the Academic Practice thematic inboxes and responding where appropriate, or flagging to relevant academic lead
- Processing team expenses using the Expense on Demand system
- Booking travel and accommodation where required for events and overnight stays
- Adapting to the team's changing schedules and needs
- Ensuring reports and presentation materials all on brand and formatted correctly through effective use of Microsoft Office suite
- Proactively put a process in place to ensure that student mailing lists were updated in a timely way so information went to the correct audiences

Events Management

- Planning and delivering a programme of successful events including conferences, awards ceremonies and workshops
- Identifying and booking suitable venues within budget and liaising with them to fulfil event specification and delegate expectations
- Understanding all delegates' needs (including access and dietary requirements) and working to ensure they are met
- Providing support during events, registering delegates, providing suitable event materials and collateral and working with venues to ensure success
- Setting up details of new events in the customer relationship management system and creating web pages to help advertise them
- Responding in an informative and timely way to all enquiries about events, advising customers on which events would be of interest to them
- Was part of the team who successfully delivered the organisation's first Annual Conference in several years. This was a three-day event which attracted over 700 delegates over the course of the conference, and received overwhelmingly positive feedback from attendees

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Internal Communications and Engagement Agency

- Providing internal communications consultancy and project management services to a range of diverse clients in the retail, utilities, insurance and banking sectors
- Working closely with the agency team to deliver creative print, digital and live event solutions in a timely and costly way
- Ensuring that time and activities were accurately recorded against projects; providing initial costs estimates and tracking budgets, keeping clients informed of progress
- Writing project proposals, client contact reports, creative briefs and other copy in a style and tone appropriate to the nature of the project
- Completed an internal Halloween price guide for retail staff within the deadline, despite working with a new in-house team and dealing with constant updates and changes to content

In-House

- Planning and delivery of engaging communications campaigns to a range of internal stakeholders
- Crafting intranet news stories and generating Twitter content
- Helping to set the agenda for monthly departmental meetings of 100 people and creating PowerPoint slides for the departmental head's introduction
- Editing an organisation-wide, global staff electronic newsletter, sourcing and writing content, using email software to create reports to track readership and article popularity
- Advising other departments on internal communication issues, including promoting internal initiatives on branding and employee engagement
- Acted as internal communications and engagement point person for a large staff consultation and feedback project, responding to sometimes sensitive queries and ensuring updates were regularly sent via a newsletter and intranet content

Work History

Events Coordinator, Higher Education Academy (now Advance HE)

December 2017 – August 2018

Senior Administrator – Academic Practice, Higher Education Academy (now Advance HE)

August 2016 – December 2017

Events Administrator, Higher Education Academy (now Advance HE)

April 2016 – August 2016

Internal Communications Consultant, ScarleTTabbott

March 2015 – March 2016

Internal Communications Assistant, London Business School

April 2014 – December 2014

Employee Communications Executive, Transport for London

October 2012 – February 2014 (Fixed term)

Internal Communications Assistant, Association of Chartered Certified Accountants (ACCA) November 2009 –

August 2012

Education

Buckinghamshire Chilterns University College, High Wycombe (now Buckinghamshire New University) - 2000-2003 Ba (Hons) First class degree in Film with English Studies and Creative Writing

Lawnswood High School, Leeds - 1992-1996 GCSEs: English literature (A*) French (A*) English Language (A) German (A) Maths (B) History (B) Dual Sciences (Biology, Physics, Chemistry) (CC)

References available on request