

CURRICULUM VITAE

PERSONAL DETAILS

Name: Sarah Louise Taylor

Contact Details: 07903 577 386
mrsslrtaylor@aol.com

Personal Statement A truly dedicated and strong self-starter, highly motivated with any given task. Driven and excited by challenges and above all desires to succeed and develop in career and as a person. An innovative and creative thinker with excellent communication, interpersonal and relationship building skills. The ability to observe & feedback key information is an asset as well as the ability to engage at all levels in the business successfully.

Key Skills: Excellent team player but also self-motivated
Managing upwards and downwards
High standard of presentation skills
Great time management and organisational skills
Strong writing and creative skills

Qualifications: O Levels, GCSEs, A Levels, NEBOSH, ABIFM

Courses: I regularly attend courses and bite size learning to keep myself up to date with Legal and H&S changes, HR and Facilities best practice.
AutoCAD 101 Yellow Belt course November 2014

EMPLOYMENT DETAILS

March 2014 – January 2015 **CMGRP (PR and Marketing Agency)**

Position Held: UK & Ireland Facilities Manager

Facilities and H&S support for 8 sites in England, Ireland and Scotland. The largest in EC2 covering 55000 sq ft and holding around 860 staff

Team management of EC2 staff (recruitment, 121s & PMPs) to include front of house, security, catering, post room, maintenance and facilities assistances. Remote line management for office managers in other sites.

Vendor and contract management for all sites looking for best value and resource sharing.

Space planning for all departments and sites using CAD. Co ordination of all moves and refurbishments.

Budgetary control for all sites, forecasting capex and opex

Highlights were reaccreditation for ISO 14001 and OHSAS 18001 for all the sites and several complex refurbishments in occupied areas of the building

July 2010 – March 2014 **Skype /Microsoft/JCI**

Position Held: Facilities Manager – Corporate Real Estate & Facilities

Skype were purchased by Microsoft and then the Facilities service was outsourced to JCI in May 2013

Contract management of all the hard and soft FM contractors and regular audits for value for money with SLA's and regular KPI checks.

Manage Facilities, Reception, Security and Janitorial staff

H&S management including all PtW, Fire Marshals and First Aiders

Co ordinate Skype UK internal events

Space planning for the business with detailed office occupancy plans working with the BU Heads

Establish and maintain relationships with local hotels and conference/event venues to negotiate rates and added value services.

Prepare and approve complete financial and operational reports, including management plans, monthly performance reports, forecasts, variance reports, and annual budgets

Oversee projects and manage the Clients expectations throughout the project lifecycle

Nov 2008 – July 2010

Bruce Dunlop & Associates UK Ltd

Position Held:

Facilities & HR Manager - Redundant

Stand alone Facilities & HR management for multi sites, both UK and Internationally. Worked as part of the build move team to relocate the company from Tottenham Court Road into a refurbished building in Soho altered to our specifications. Recruitment, and retention. Developing new procedures and policy to move the business forward. Dealing with all disciplinary issues, Employment Tribunals, ER, TUPE and severances. L&D, PDR Process, Change Management. Providing a high standard of office and facilities support.

June – November 2008

Craik Jones

Position Held:

Facilities and HR Manager - Redundant

HR Management including new starters, contract of employment, temporary agreements, staff handbook, redundancies and TUPE. All H&S responsibilities. Monitoring fire marshals and first aid support. Creating a Disaster Recovery plan and implementing it. Championing our ISO 14001 accreditation and managing annual external audits. Managing the Receptionists and all Administration staff. Managing suppliers' contracts. Liaising with the Landlord's managing agents. Security Officer. Ensuring the building is regularly maintained and in proper working order.

Nov 2007 – June 2008

[PIAS] UK

Position Held:

Facilities and HR Manager– Fixed Contract

I was bought in to primarily move the company from 7 separate units in Ladbroke to one large office in Fulham which although previously occupied & taken over as was, had to be redesigned to meet our needs. I took full responsibility for the whole process working closely with the IT manager, various suppliers & contractors. All suppliers' contracts had to be renegotiated and improved on. Also I was to look after all the HR duties for the company both here and internationally. Other duties to include building & equipment maintenance & repairs, liaison with Landlord. Security, Alarms and Key Holder. Mobile phone issue, admin and replacement. Monitoring and improvement of utility costs. Company fleet administration. Car parking space admin. Postal services. Health & Safety, first aid and Fire Marshall co ordination. Management of all Administration staff, including recruiting.

April 2007 – Nov 2007

Connect Executive Resourcing Ltd

Position Held:

Facilities Manager – Fixed Contract

I joined Connect at a time when they were going through a huge change. The company were about to re-brand, change name, website & all internal systems. My role was to manage the whole process. Responsible for implementation of a new database system for candidates and clients. General development and maintenance of all IT systems. Completion and maintenance of new Connect Executive Resourcing Website, including liaising with the designers. Dealing with Connect's administrative suppliers. Providing assistance to the Directors with the sales process. To include marketing to clients, Candidate and Client contact and searching. Industry Research into latest news, issues and events. Candidate contact through permanent/interim recruitment process. Assisting with Proposals to clients. Public Relations and raising of Connect Profile. Invoicing clients and dealing with purchase invoices. Interim payments on weekly and monthly basis. Payment of suppliers.

April 2006 – April 2007

Mott Associates Ltd

Position Held:

PA/Office Manager – Fixed Contract

My brief was to set up all structures & systems for this company as well as providing all PA support for the Owner and MD, including travel arrangements and diary administration. Project managing for refurbishment sites to include liaising with Clients, Sub Contractors, Suppliers and in-house departments. Dealing with office administration, facilities and financial transactions. Including invoicing, BACS, cheque payments, payroll, VAT and credit chasing. Lead Manager for our quality auditing achieving ISO 9001 status. HR duties including recruiting and maintaining an ongoing training programme as well as keeping track of up to 30 freelancers working at various client sites. Ordering and maintaining stock and the brochure library. Working on Sage, MS Office, Excel, Outlook, Access, ACT and Power Point. Supervising the Telesales and Marketing department. The MD of the company also owned a Day Nursery & I had to keep abreast of the many changes in legislation regarding child safety, staff training and Birth to Three Matters making sure that it was always fully compliant

Sept 2004 – April 2006

Thames Valley Housing Association

Position Held:

Marketing Officer

Working in the Resales department marketing and selling existing shared ownership properties nationwide. Liaising with financial advisors, solicitors, local authorities, leasehold department, purchasers and vendors to support all transactions using email, letters and telephone. Marketing new properties and schemes. Approving and supervising the shared ownership database waiting list. Instructing solicitors during a sale. A leading member of the Quality Circle group which helped resolve Company issues that personnel cannot deal with within their departments. This was a great privilege to be invited to join and a hugely rewarding experience. Working towards my NVQ Level 3 in Housing.

Oct 1997 – Sep 2004

SLT Enterprises

Position Held:

Virtual PA

Running my own virtual PA business. Typing all manner of invoices, quotes, inventories, reports and correspondence. Administration for an Educational Trust, two property developers, a builder and a solicitor just setting up his own practice. Transcribing for a historical Author. Working for a lettings company compiling inventories and checking Tenants into and out of rented properties. As this business grew I had 4 additional home typists helping with the workload and dealt with over 30 organisations. I also had to keep my own bookkeeping system and tax returns.

Sept 1993 - Oct 1997

Chevron Services

Position Held:

PA to Sales and Marketing Director

All PA duties for the Director. Ordering sales equipment from all of the suppliers here and abroad. Keeping track of each piece of equipment from shipping to selling and servicing. Liaising with the service and accounts departments to track each order. Administration for the Sales team including typing, travel arrangements and booking meetings. Dealing with customer complaints. Organising the many national exhibitions throughout the year.

March 1989 - Sept 1993

British Aerospace Military Aircraft Division, Kingston and Dunsfold

Position Held:

M&E Apprenticeship
PA to the Head of Mechanical and Electrical Engineering
Previously PA to Head of Numerical Engineering
Previously Word Processing Operator

Secretarial support to 40 Engineers and the department. Typing memos, minutes and any internal/external correspondence. Filing, faxing, booking travel and hotel accommodation. Producing and updating all the Quality Documentation.

Mar 1986 - Mar 1989

Johnsons Shoes, Teddington and Twickenham

Position Held:

Shops Secretary

Photocopying, filing and basic accounting.

Position Held:

Sales Assistant

Selling shoes, dealing with customer complaints, booking in and ordering stock and looking after the shop in the manager's absence.

Position Held:

Sales Assistant Saturdays

Selling shoes and dealing with the customers