

CV_Cover Letter_Job Description

by Adrian Smith

Submission date: 18-Feb-2021 08:18PM (UTC+0000)

Submission ID: 145038665

File name: 20315_Adrian_Smith_CV_Cover_Letter_Job_Description_321896_16038753 (27.44K)

Word count: 1531

Character count: 9281

ADRIAN SMITH

CV

CONTACT

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PROFESSIONAL SUMMARY

Results-oriented Support Manager offering expertise in training and team building. History of implementing successful improvements to different support services and staff. Ready to bring 10 years' experience to a challenging position. Seasoned Support Manager specializing in problem-solving., excellent communication and organizational abilities with a pragmatic and flexible mentality. Intelligent, diligent in optimizing policies and procedures.

WORK HISTORY

Manager, 05/2017 to Current

Sincere Supported Living - Birmingham, West Midlands

- Used sage software to confirm invoicing and inventory matched cost-of-goods-sold reports.
- Automated office operations, managed client correspondence and tracked records.
- Prepared schedules that maximized coverage during key hours.
- Established and implemented effective training programs to maximize team performance.
- Monitored employee and customer interactions to assess the quality of service.
- Ensured smooth service desk operations, acting as a facilitator between the customer and other support departments.
- Conducted weekly one-to-one and group support sessions.
- Tracked client behaviors, daily activities, new skills, and notable incidents for documentation purposes.

- Facilitated weekly group meetings, listened, offered compassion, and supported members.
- Reported on progress to support staff, addressing concerns and suggesting appropriate action.
- Continuously promoted best practices in health, safety, and security to safeguard the welfare and health of vulnerable individuals.

SKILLS

- Staff management
 - Document management
 - Training and development
 - Task delegation
 - Customer service understanding
 - Service desk management
 - Incident management
 - Office 365
 - Team management
 - Performance reporting
 - Quality assurance
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WORK HISTORY

Support Worker, 11/2005 to 03/2017

CCA - Nottingham, NGM

- Tracked client behaviors, daily activities, new skills, and notable incidents for documentation purposes.
- Facilitated weekly group meetings, listened, offered compassion, and supported members.
- Continuously promoted best practices in health, safety, and security to safeguard the welfare and health of vulnerable individuals.
- Provided support in social, physical, and emotional areas to assist clients with integration into the local community.
- Monitored the health of vulnerable individuals, continuously updating and adjusting care plans to meet health and wellbeing needs.

Call Centre Agent, 11/2002 to 10/2005

N-power - Birmingham, BIR

- Applied correct hold and transfer procedures, consistently keeping call times within a timeframe.
- Used expert sales and negotiation skills to secure bookings, providing excellent levels of customer care throughout.
- Processed queries, seeking effective, timely solutions for continued customer satisfaction.

Packer and Warehouse Operative, 06/1998 to 11/2002

Parcel Force - Birmingham, BIR

- Wrapped and moved pallets and stock, adhering to health and safety regulations for continued best safety practice.
- Maintained exceptional accuracy and organization skills for consistent high-quality results.
- Scanned and sorted products too tight production deadlines.
- Maintained safety compliance, calling violations to the attention of management.
- Completed 100+ orders each day, efficiently picking and packing shipments.

EDUCATION

GCSE, 07/1996

Sheldon Heath - Birmingham, BIR

ADRIAN SMITH

17, The Incline, Telford, tf1 5hz | 07398836725 | kingaida007@gmail.com

19 February 2021

To whom this may concern:

Please accept this letter as an expression of my interest in the Supported Living Manager position. I am a highly motivated and focused individual with an established background in the supported living industry. I would be delighted to have the opportunity to work with your company and bring innovative ideas which I believe will prove valuable to your company.

Throughout my career, I have obtained various skills such as communication and decision-making abilities. I am a good listener and problem solver which has helped me through my career. I have a vast record of accomplishment of running projects such as homeless shelters and youth clubs.

In my previous role, I contributed to communication, decision making, and motivating toward team efforts towards improvements to client relations. I am forward thinking and have firsthand knowledge to know what it is like to be in supported living. I have proven to be effective and collaborative with strong leadership talents. I am in my element managing projects where I can coordinate activities and achieve positive results.

Please take a moment to review my CV which outlines my suitability for the Manager Director. I would appreciate the opportunity to speak with you regarding my application.

Thank you for your consideration.

Sincerely,

Adrian Smith

Supported Accommodation Manager- job post

Reliance Social Housing CIC

Birmingham B7

£28,500 a year - Full-time, Permanent

Apply with Indeed

Reliance Social Housing are a registered social landlord based in Birmingham and working predominantly in Birmingham.

Reliance Social Housing are looking for a logical thinker who can adapt to varied scenarios and who has good co-ordination skills. The ideal candidate will need to have good numeracy skills, a good command of Microsoft office, be commercially minded and can multi-task.

Housing Support Manager:

- Deliver outcome-based support in line with the service model.
- Recruit appropriately qualified staff to deliver the service.
- Manage staff rotas in line with service requirements
- Carry out supervisions with staff to show effective management
- Produce Monthly reports to highlight outcome delivery
- Investigate and respond to any complaints and/or safeguarding.
- Work in partnership with security services to deliver safe and effective support
- Create links with community partners to deliver monthly skills workshops for tenants.
- Create partnership links to provide tenants with employment and education opportunities.
- Represent the organisation in Trustee Meetings
- Manage reporting for payroll and handle payroll queries
- Monitor profit margins and take measures to safeguard profitability
- Carry out HR processes i.e., Disciplinarys
- Build a portfolio of bank staff to support the needs of the services
- Overall management of 5 hostels
- Look at future development of the service

Business Development:

- Understand the DWP guidelines/requirements with regards to exempt rents
- Understand the Regulator if Social Housing Standards
- Keep record of all communications with external agencies
- Complete monthly reports on business development progress
- The role holder will demonstrate experience in developing business growth strategies and plans which support RSH's future growth plans (both organic and exponential growth is important)
- Effectively manage and retain relationships with existing clients and the role holder will have a "value add" function to show continuous growth going forward
- Demonstrate core knowledge of RSH's business strategy and effectively articulate this strategy when negotiating with external and internal stakeholders
- Show demonstrable knowledge when identifying new business services and assess the value proposition of any new business clients
- Strong ability when researching new business opportunities and viable income streams and potential impact on RSH growth and whether new business falls within RSH ethos of service delivery for vulnerable clients
- Ability to review and draft contracts as required by the Chief Executive
- Demonstrate strong ability when reviewing existing business practices and making effective recommendations for core improvement areas to Chief Executive team
- Demonstrate strong stakeholder negotiation skills, including design and delivery of business development strategy reports supporting the wider RSH strategy
- Ability to work well autonomously, as well as work in a collaborative manner with the wider RSH team to ensure effective delivery of new business services
- Ability to support the wider management team on any people issues that may arise from time to time

You'll be able to demonstrate:

- Strong organisational skills
 - Meticulous attention to detail
 - The ability to elicit and articulate great ideas
 - Very strong written and spoken communication
- Ability to work with speed during busy periods and demonstrate excellent attention to detail
 - Strong written and verbal communication skills when dealing with internal colleagues and external clients and stakeholders
 - Demonstrate the ability to work well autonomously and as part of a team
 - Proficiency in MS Office skills and MS Excel
 - Demonstrate strong ability to present information/reports to the Chief Executive in a timely manner

So, you will need to be a good writer, communicating ideas effectively on paper with an ability to analyse large volumes of information in order to develop clear and compelling responses to Local Authorities. A rigorous attention to detail is also essential. It is also critical that you can build strong relationships to engage internal and external stakeholder which support the development of proposals and service designs.

Essential

- A minimum of NVQ level 3 in Health and Social Care or equivalent
- Experience in managing and supervising teams
- Previous experience of working in supported housing
- Proven motivational Leadership and Management skills
- A good level of written and verbal communication skills
- IT and computing skills
- Previous experience of working with vulnerable adults
- Knowledge and understanding of the needs of vulnerable adults
- You must hold a full current driving license
- Experience of key working and liaising with external agencies
- Good time-management
- Ability to work under your own initiative and be confident to lone work if required
- Display a commitment to the protection and safeguarding of vulnerable adults
- Good knowledge and understanding of safeguarding needs
- Sound understanding and knowledge of the welfare benefits system
- Knowledge and experience of housing and homelessness issues that are relevant to vulnerable people

- Knowledge of support work, risk assessment and support planning and up to date legislation relating to vulnerable adults

The salary is subject to review following a successful probation period.

Job Types: Full-time, Permanent

Salary: From £28,500.00 per year

Schedule:

- 8-hour shift

Experience:

- Support Environment: 3 years (Preferred)

Location:

- Birmingham B7 (Preferred)

Licence:

- Driving (Preferred)
- NVQ Level 3 Health & Social Care (Preferred)

COVID-19 precaution(s):

- Sanitisation, disinfection or cleaning procedures in place