

Name: Hafsa Hussain

Student Number: 2438984

Module: Employability and Career
Development

Module Code: LCLM4005

Lecturer: Olu Adegbite

Hafsa Hussain
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PERSONAL PROFILE

Dedicated administrative professional with proven experience in office coordination, diary management, customer service, and team support. Confident managing workloads, improving efficiency, and handling responsibilities independently. Seeking to transition into an Office Manager position where strong organizational and leadership skills can contribute to business success.

KEY SKILLS

- Excellent communication skills with the ability to communicate with a range of individuals.
- Skillful in I.T and able to use a selection of applications.
- Proficient in handling pressure throughout a busy schedule.
- Ability to work within a team to bring the best out of each other
- Ability to multi-task
- Self-Motivation, always looking to learn new skills
- Organized approach and excellent time management skills.
- Good communication skills.
- Computer literacy and good keyboard skills.

EMPLOYMENT HISTORY

Administrative Assistant
Your Security & Resources Ltd

October 2023 - Present

- Develop and manage weekly rosters for 50+ Security officers, ensuring efficient deployment and shift coverage
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- Track and calculate employee hours using Excel, preparing payroll reports for submission to the accountant
- Manage monthly salary calculations and ensured timely payments, utilizing excel formulas for accuracy
- Coordinate with clients to understand their security needs, ensuring the recruitment and deployment of qualified security officers
- Resolve client complaints and disputes promptly
- Communicate regularly with clients via email and phone
- Prepare monthly financial summaries using Excel, track revenue earned from clients and staff wages, report monthly profits to senior management
- Maintain and update staff records
- Conduct audits of staff files, ensure all documents are accurate and up to date
- Handle official correspondence, using Microsoft work and Outlook to manage emails, reports and internal documents

Full Time Mother

November 2020 – October 2023

I had taken a break from work to take care of my daughter.

Administrative Assistant

Your Security & Resources Ltd

Sept 2016 – October 2020

- Provide full administrative/receptionist support in the form of generating correspondence, phone communications, schedule coordination, visitor arrangements
- Making weekly rosters and sending them out to all our security guards
- Manage emails daily
- Operating a range of office machines such as photocopiers & fax machines
- Provide data gathering, organizational support of documentation
- Managing staff files and making sure all paperwork is up to date
- Liaising with our clients
- Inbound and outbound calls
- Dealing with client queries and complaints
- Ensure office is running smoothly

QUALIFICATIONS

Bordesley Green Girls School

2008 – 2009

- Level 1 Sports Leadership
 - Level 2 Health & Social Care
 - Grade C – GCSE Math's
 - Grade C – GCSE English
 - Single Award – ICT
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REFERENCES AVAILABLE UPON REQUEST

Hafsa Hussain
103 Bordesley Green East
Bordesley Green
Birmingham
B9 5SS

Date: 9th July 2026

Hiring Manager
Chris Hayes Associates
Birmingham

Dear Hiring Manager,

I am writing to apply for the PA/Office manager position at Chris Hayes Associates. With my current experience as an administrative assistant at Your Security & Resources Ltd, I have developed strong organizational, communication, and office management skills that make me confident in taking the next step into a more senior role.

In my current position, I manage weekly staff rosters for over 50 security officers, prepare payroll reports using Excel, maintain employee records, and handle official correspondence through Microsoft office and Outlook. I regularly communicate with both clients and staff to ensure smooth daily operations, resolve issues professionally, and maintain accurate documentation. These responsibilities have strengthened my ability to multitask, work under pressure, and maintain high levels of organization and confidentiality.

I am particularly interested in this role because it offers the opportunity to expand my administrative and coordination skills within a fast-paced office environment. I believe my experience managing schedules, handling reports, supporting staff operations and communicating with clients has prepared me well for responsibilities such as diary management, office coordination, onboarding support and assisting senior leaders.

In addition, returning to work after taking time out to care for my daughter has made me even more adaptable, responsible, and motivated to continue progressing professionally. I am eager to learn, take on new challenges, and contribute positively to your team.

I am proficient in Microsoft Office applications, particularly Excel, Word, and Outlook, and I pride myself on being reliable, organized, and approachable. I would welcome the opportunity to further discuss how my skills and experience align with the requirements of this role.

Thank you for considering my application. I look forward to hearing from you.

Yours Sincerely,

Hafsa Hussain

PA / Office Manager

Chris Hayes Associates  | Birmingham | £28,000 - £32,000 a year

[Apply on company site](#) 



Full job description

Posted: 08/06/26 **Recruiter:** Chris Hayes Associates **Reference:** 3119377106 **Type:** Temporary **Salary:** £28,000 - £32,000 Annual **Location:** Birmingham **Description:**

PA / Office Manager (Part-Time)

Birmingham City Centre Office Based 25-30 Hours Per Week Temp to Perm

We are looking for an organised and proactive PA / Office Manager to join our growing team in Birmingham. This varied role combines executive support, office management, facilities coordination and general administration, making it ideal for someone who enjoys working in a fast-paced, hands-on environment.

Key Responsibilities:

- Provide PA support to senior leaders, including diary management, meeting coordination and inbox management.
- Arrange travel, accommodation, events and team activities.
- Manage reception duties, visitors, calls, post and office administration.
- Oversee office facilities, health & safety compliance, maintenance schedules and supplier relationships.
- Support onboarding activities, including induction coordination and IT equipment setup.
- Assist with document preparation, presentations, expenses and system updates.
- Provide occasional support to the M&A team through introductory calls to prospective acquisition targets.

About You:

PA / Office Manager

Chris Hayes Associates  | Birmingham | £28,000 - £32,000 a year

[Apply on company site](#) 



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About You:

- Previous experience in a PA, Office Manager or Senior Administrator role.
- Strong organisational skills with the ability to manage multiple priorities.
- Excellent communication skills and confidence dealing with stakeholders at all levels.
- Proficient in Microsoft Office applications.
- Professional, adaptable and able to maintain confidentiality.
- A positive, hands-on team player with a willingness to learn and grow.

This is an excellent opportunity to join an ambitious and entrepreneurial business where no two days are the same. This is a part time role that will initially start on a temporary basis moving into a permanent role, so ideally you will be immediately available to start.

Our client is actively recruiting so please send your CV now!

https://uk.indeed.com/viewjob?jk=11fce71875acb99c&from=shareddesktop_copy