

CV Address Line 1

CV Address Line 2

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Post Code / Zip code

Telephone: 0191 123456. Email: johnsmith123@email.com

ADMINISTRATION OFFICER

Possessing 20 years, broad ranging public sector administration experience gained within an ever changing environment. Managing general office procedures, dealing with customers and high volume workloads whilst meeting strict deadlines. Possessing wide-ranging "problem solving" experience mainly within management, finance, personnel, and I.T. Now looking to make a continued and significant contribution for a company that needs a multi-skilled, multi-tasking manager / administrator within a team working environment.

AREAS OF EXPERTISE

- Administration
- Communication skills
- Team working
- Working to strict deadlines
- Office management
- Interdepartmental liaison
- I.T. Computer literacy
- Problem solving
- Organizational skills
- Cost controls
- Supervision
- Contract Administration

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

ADMINISTRATION OFFICER (FINANCIAL SERVICES)

1998 - Present

Company A

- **Fleet Management (Mar 02 - Oct 05, & Oct 2006 - to date):**
- Dealing with general administration relating to the departmental fleet of vehicles.
- Preparing monthly payments of the departmental accident management accounts and post payment accounting actions.
- Large amounts of paper transactions involved: Payment of invoices and recording details on relevant spreadsheets. Dealt with all queries relating to the new car hire contract. Resolved cost centre queries and took corrective accounting action as necessary. Provided reports for Management using Fleetplus (Fleet Management software package).
- **Business Travel (98-Mar 02 & Oct 2005-Oct 06):** Administered contracts for DWP business and travel associated activities. Liaised with suppliers to resolve any operational problems that arise. Ensured that all Business Travel contracts fully met customer needs.
- Payment and reconciliation of the Department's travel accounts. Provided payment information to cost centre managers and dealt with all queries. Determined when authority may be given to book hotels which are above the subsistence limits.
- Maximized usage of the Business Travel contracts in DWP whilst achieving savings targets and meeting the public sector challenge of making scarce resources go further.

ADMINISTRATION OFFICER

Sep 97 - Oct 98

Company B

- Undertook various projects and fully investigated and collated the results to the relevant parties.
- Seconded to the Graphics Design Unit and helped organise an exhibition that celebrated the Departmental 50th Anniversary.
- Liaised with third party service providers and ensured correct solutions are delivered to budgets.

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

ADMINISTRATION OFFICER

1985 - Sep 97

Company C

- Worked on a major project: investigated the accuracy of salaries of BA staff. Drew up current process maps that identified weaknesses. Re-modelled the processes and removed the weaknesses.

Company D

- Led a small team that applied the tools and techniques of Business Process Re-engineering to an area within the Branch. Kept all interested parties informed of progress via meetings and reports.

Company E

- Project managed the investigation of staff suggestions and passed the findings to the Staff Suggestion Board.

Company F

- Implemented and monitored performance targets for Central Support Group Pay Section that involved meeting and communicating with all grades.
- Completing various "ad-hoc" jobs for senior management as and when required.

Company G

- Processed claims for payment of substitution and temporary promotion. Calculated payments for promotions, regradings, transferees etc.
- Replied to verbal and written queries about these from officers and Personnel Units.

Company H

- Processed claims and implemented payments of Retirement Pension and Widows Pension. Examined and amended Retirement Pension entitlements following widowhood.
- Admin Assistant in Microfilm Search Section. 1984-85.

PROFESSIONAL DEVELOPMENT

NVQ3	Administration	1997
Courses:	Stress Management, Effective Writing, Problem Solving & Decision Making, Project Management, Business Process Re-engineering, Team Building, Managing Effective Relationships, MS Word 6, Excel, Access, Chairing meetings, Harassment Awareness. Return to Work Interviews.	

PERSONAL

Mobility: Full clean driving license.
Born: 1966.

References available on request.

Personal CV Writing Services by Mike Kelley at First Impressions

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