

PROFILE

I am qualified and practised Funeral Celebrant, Funeral Director, Learning and Development Professional, Social Worker and Nurse. I am a highly regarded and experienced individual with a unique set of skills having worked in person centred services since 1980. I am an experienced Strategic Change Manager having supported employees through major change within a local Authority In a variety of roles I have worked within charities, the NHS, Local Government, Further Education and large corporates.

KEY SKILLS

- Experienced, person centred Funeral Celebrant, supporting families to plan a meaningful ceremony for their loved one. Working in collaboration with funeral personnel, I will lead a ceremony (or memorial service) providing support during the event and after wards of required.
- Highly regarded facilitator of teaching/training participants to assist with success career and employment growth.
- Proven record in identifying training needs through analysis, working with groups, managers and individuals.
- Rebuilt, managed and developed a Learning and Development Section which became innovative, high achieving, outward looking and financially stable.
- Successfully developed person centred services with adults with learning difficulties and other vulnerable people.
- Awarded Equality Award for Bristol City Council for the active promotion of anti-discriminatory practice through learning 2006
- A trained and experienced Bereavement Counsellor, working on a voluntary basis for a national charity
- Highly developed active listening style as Funeral Director, Manager, Leader and Learning and Development Professional with the ability to communicate effectively at all levels using a variety of creative methods.
- Proven and highly successful record of people leadership and management. Motivated, with the ability to work independently and as part of a team.
- Well organised, methodical individual with the ability to prioritise tasks and successful achieving targets
- Successfully achieved transitional outcomes for employees within residential and domiciliary services for older people whilst keeping 'people and process focused'.
- Project managed the reconfiguration of local authority residential services.

CURRENT SELF EMPLOYMENT

<p>Self Employed Funeral Celebrant and Freelance Training Consultant</p> <p><i>Since April 2014</i></p>	<p>I am an experienced, person centred Funeral Celebrant, supporting families to plan a meaningful ceremony for their loved one. Working in collaboration with funeral personnel, I will lead a ceremony (or memorial service) providing support during the event and afterwards if required.</p> <p>I also provide learning and development opportunities for organisations. My specialist subjects are Makaton, Loss and Bereavement, Change Management, Supporting People with Learning Difficulties, Mental Health and Disability Equality</p>
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OTHER EMPLOYMENT

<p>Trainer (Part time) West of England Centre for Inclusive Living Vassell Centre Fishponds BRISTOL BS16 2QQ <i>From April 2017</i></p>	<p>I am responsible for the successful design and delivery of WECILS's Disability Equality training. I am responsible for designing and delivering bespoke training packages to business and staff who support people who source and sustain employment.</p> <p>I work to delivery targets and ensure customers receive a quality service.</p>
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EMPLOYMENT EXPERIENCE

<p>Learning and Development Co-ordinator The Brandon Trust The Park Centre Daventry Road BRISTOL BS4 1DQ</p> <p><i>July 2016 – March 2017</i></p>	<p>With a direct line to the Regional Director and in collaboration with HQ Head of Learning and Development, I planned, co-ordinated, commissioned, or deliver a wide range of training required to staff and managers within the charity. I worked to targets, within a self-managed budget and monitored quality. I provided advice, coaching to individuals and support with eLearning. I liaised with managers, providers, commissioners, and employees at all levels. I was self managing yet part of the Area Management Team. I used IT systems daily e.g. Outlook, Word and Excel.</p>
<p>Part Time Funeral Arranger Funeralcare Bristol</p> <p><i>June 2014-June 2016 (working full time)</i></p>	<p>I arranged funerals for clients from 'first call' then support them through the 'process' prior to the funeral. Working alone, I provide post funeral support. Reception work, building management, community links. I liaise with Crematoria and Cemetery personnel, HM Coroner's Office, mortuaries, hospitals etc. I complete all necessary statutory and non-statutory paperwork associated with the funeral and liaise with all associated with the funeral arrangement including officiant, florist, media, printers etc.</p>
<p>Change Manager Care Services. Bristol City Council Southmead House 256 Greystoke Ave BRISTOL BS10 6BQ</p> <p><i>March 2009-March 2014</i></p>	<p>From 2009 until 2011, my remit was to project manage the strategic reconfiguration of residential services and worked with residents, relatives, Councillors and managed Social Workers. From 2011, working in partnership with HR, I supported staff going through the major Transformation Project in Care Services, Health and Social Care. I was responsible for redeployment, pastoral support, communication, liaison between Senior Managers, Trade Unions, Project Board and staff. Post ended due to local authority restructure.</p>
<p>Part time Funeral Arranger/Operative R Davies and Son (Dignity Caring Funerals) 381 Gloucester Road BRISTOL BS7 8TN</p> <p><i>Feb 2009 - Jan 2012</i></p>	<p>Arranged funerals for clients from 'first call' to the supporting the conducting of same. Provided post funeral support. Reception work. Liaised with Crematoria and Cemetery personnel, HM Coroner's Office, mortuaries, hospitals etc. Completed all necessary statutory and non-statutory paperwork associated with the funeral. Liaised with all associated with the funeral arrangement including Officiant, florist, media, printers etc.</p>
<p>Learning and Development Manager Bristol City Council</p> <p><i>Aug 2004 - March 2009</i></p>	<p>Managed a team of 12 and a budget of £700k. I identified training needs across the workforce, responding to 'customer' need. Then delegated delivery to the team. I also had responsibility for the administration systems team and facilities function of the building.</p>
<p>Equality Manager City of Bristol College BRISTOL</p> <p><i>April - Aug 2004</i></p>	<p>Developed an equality strategy within a Further Education College.</p>
<p>Training and Development Officer Bristol City Council</p> <p><i>Aug 1996 (p/t) then April 1997 (f/t) - April 2004</i></p>	<p>Assessed the development needs of social care staff. Then planned, delivered and co-ordinated learning opportunities to meet their needs. (Underpinned by organisational policies). Had a particular lead for the training and development of staff working with adults with learning difficulties and was lead trainer for the Social Model of Disability.</p>

Training Officer (pt) Phoenix NHS Trust BRISTOL <i>June 1994 - March 1997</i>	Assessed, delivered and evaluated training needs to staff within an NHS Trust.
Lecturer (pt) Filton College BRISTOL <i>Jan 1993 (p/t) - July 1996</i>	Planned coordinated 'management of care' courses. Delivered lectures in health and social care.
Senior Groupworker County of Avon Almondsbury BRISTOL <i>April 1992 - Sept 1993 (f/t)</i> <i>Sept 1993- May 1994 (p/t)</i>	Assisted with the co-ordination of a day service for adults with learning difficulties.
Asst Home Manager Southmead Health Authority CLEVEDON <i>Sept 1991 – April 1992</i>	Assisted with the running of a 24 bedded nursing home for adults with learning difficulties.
Home Manager Southmead Health Authority BRISTOL <i>Nov 1989 - Sept 1991</i>	Had responsibility for the support of residents with learning difficulties, staff team and running of the community home.
Staff Nurse Hortham Hospital BRISTOL <i>June 1989 - Nov 1989</i>	Had responsibility for the care of residents with learning difficulties, staff team and running of the ward in absence of Ward Manager.
Groupworker County of Avon CLEVEDON <i>Nov 1988 - June 1989</i>	Planned and delivered group activities for adults with learning difficulties within a community based day service.
Stockhandler Marks and Spencer plc BRISTOL <i>June 1980 - April 1985</i>	Stock control in warehouse for retail company.

EDUCATION & TRAINING

Education Clevedon Comprehensive School, Clevedon, North Somerset 1979

GCE O Level	Grade	CSE	Grade
English	C	English Language	1
Theatre Arts	C	History	1
Religious Studies	E	French	2
		Mathematics	3
		Biology	3

Additional Education

Business Education Council General Diploma 1980 Weston super Mare Technical College	Credit
Registered Nurse (Learning Difficulties) 1988 Frenchay School of Nursing, Bristol	Pass
Diploma in Social Work 2004 Open University, Milton Keynes	Pass
Post Graduate Management of Health and Social Care 2007 Du Montfort University, Leicester	Pass
Foundation Certificate in Funeral Services	Pass
Diploma in Funeral Directing 2010/11	Pass
National Association of Funeral Directors, Birmingham	
Funeral Celebrant 2014 Fellowship of Professional Celebrants	Pass
NVQ 4 Learning and Development City and Guilds	1998
Makaton Vocabulary Regional Tutor Training (Signing) The Makaton Charity	1989
Certificate in Health and Hygiene for the Funeral Service Salisbury College of Funeral Sciences	2008
Dementia Care Mapping University of Bradford	2011
Health and Safety Update for Managers Bristol City Council	2012
Awareness in Bereavement Care Cruse Bereavement Care	2013
First Aid Bristol City Council then The Brandon Trust	2013 2016
Coaching Skills The Brandon Trust	2016

PROFESSIONAL MEMBERSHIPS

Health and Care Professional Council – Social Worker
 National Association of Funeral Directors – Funeral Director
 Fellowship of Professional Celebrant – Funeral Celebrant
 Association of Independent Celebrants – Funeral Celebrant

CHARITABLE WORK

Regional Tutor The Makaton Charity (Signing Vocabulary)	1989 - present
Volunteer Bristol Samaritans	1991 -1998
Bereavement Volunteer ('Counsellor')	2013 - present
Bristol and District Cruse Bereavement Care	

REFERENCES Can be provided upon request