**Keri Latus**

Mobile No: 07572616422

Email: keri\_latus@hotmail.co.uk

**Personal Profile**

I am a confident outgoing, cheerful person, I consider myself to have excellent organisational skills. I can work under my own initiative as well as working as a productive member of any team. In addition, I have a keen eye for detail, with a high level of creativity coupled with a winning outgoing personality.

**Key Skills**

* A working knowledge of Microsoft software packages
* Professional telephone skills
* Information sharing
* Effective Administration Skills
* Excellent interpersonal skills
* Effective reception management
* Effective use of bespoke software packages
* Good communication skills

**Qualifications**

NVQ Level 3 in ICT

NVQ Level 3 in Team Leading

Achieved – NVQ Level 2 in Customer Service.

Achieved- Application of Number Level 2

Achieved- Communication Level 2

Attended Monthly Safeguarding Training

Equality and Diversity Training

One File Training

Evolve Training

Level 4 in Management

Fire Warden

Risk Assessor

DSE Trained

Trainer for Disability Rights UK

Facilitator Training

Mental Health First Aid Trainer

Basic Life support

Positive and safe training at work (used to restrain patients detained under the Mental Health Capacity)

Polar Childcare LTD August 2024- January 2025

Residential Care Worker

All aspects of childcare.

NHS Business Authorities Services 2023-2024

Team Manager

Managing within NHS Contact Centre of up to 22 Agents.

Managing call stream expectations and KPIs.

Delivering training and coaching.

Conducting 1-1s

Evolvement in the new data platform.

Mental Health Support Service Manager – Remploy

Remote

August 2021-Present

During my role here I have managed a team of 11 Vocational Rehabilitation Consultants, who carry out assessments to ensure clients with Mental Health are supported to remain in work. The management side of this is ensuring all performance and KPIs are achieved, coach and support the VRCs, ensure the quality of work is too a high standard and clients are receiving the relevant support.

Ensuring budgets and clearance of payment in line with the cost of the business financial agreement.

Lancashire & South Cumbria the Harbour Mental health hospital

May2020- August 2021

Healthcare Mental health Support Worker

During my role here as a HCSW, I have dealt with a variety of patient care, dealing with significant incidents and the care of the Mentally and physically unwell patients.

I have been able to obtain physical observation, assist and chaperone to the hospital for urgent care. Built a brilliant rapport with patients to gain a better understanding of the care provided.

Gained a clearer and more robust knowledge of different mental health diagnosis and the way I can support and manage the safety and risk of the patients on the ward.

**Centre for Health and Disability Assessments (Atos Healthcare)**

**March 2016- May 2020**

**Team Performance Lead for Blackpool/Preston**

Job Duties include:

\*Manage a team of 16 with a mixture of Doctors, Nurses and Administrators.

\* Work to KPIs and tight pressured targets daily.

\*Manage Blackpool Assessment Centre performance, whilst the AC Manager is based at Preston AC.

\*Ensure productivity of HCPs is maintained and met.

\*Monitor sickness absences.

\*Carry out 1-1s and appraisals.

\*Ensure the AC and individual targets are met.

\*Work closely with the Assessment Centre Manager and the Clinical Lead to ensure that quality of work, volume of work and service levels are maintained and met.

\*Deliver team objectives and performance through 1-1s and performance management tools.

\*Investigate and resolve customer complaints.

\*Monitor the administration team to ensure they have the correct process in place to ensure correct assessment delivery.

\*Daily supervision of the team of HCPs and Administrators to deliver outputs and quality targets.

\*Administer and report HCP Productivity and Quality performance to AC Manager.

\*Administer and report on performance management processes of admin staff.

\*Communicate team objectives and performance against targets.

\*Lead the morning briefs in the Assessment Centre.

\*Resolve/ escalate team issues to the AC Manager.

\*Work closely with the AC Manager to ensure best practice.

\*Effectively and proactively manage absences to minimise ad hoc and ongoing absences.

\*Lead and set a professional example in the Blackpool AC and to staff and customers working in the AC.

\*Balance needs of the business and customer/client.

\*All work is delivered to high quality.

\*Monitor the quality of everything we do and make sure all standards are met.

\*WIP Management.

\*Note taking of all Informal/ Formal Meetings.

\*Other ad hoc duties as required.

**Service Delivery Lead for Warrington, Blackpool and Lancaster Medical Centre (Atos)**

**And National Audit Administrator**

October 2015-March 2016

\*Managed a team of 6 administration staff.

\*Covered the Assessment centre if any sickness.

\*Ensured all sessions fully booked in each Assessment Centre.

\*Ensured productivity in the Assessment meets required target.

\*Overall management of the Administration team.

\*Understand, contribute and follow the quality, Health and Safety and Equal Opportunities Policy.

\*Carried out monthly 1-1s and appraisals.

\*Managed staff performance across the area performance managed staff across the areas.

\*Lead Monthly meetings.

\*Communicate with staff to ensure up to date communications.

\*WIP Management.

\*Other ad hoc duties as required.

**National Audit Administration**

Duties included:

\*Managed the setup of the National Audit spreadsheet, from start to end and progressed into a full-time position. This consisted of complete excel spreadsheet being formulated and all relevant information accounted for daily.

\*Communication between National Auditors for each Business Support Centre.

\*Correct input of Audit Grades throughout the business national and collated to form statics in line with performance required against KPIs.

\*Communication and replied within 24hours.

\*Input of all data onto a master spreadsheet and issued out to all relevant site managers.

**Service Delivery Lead- Fylde A114- Atos, now known as CHDA**

**April 2014-April 2015**

Duties included:

\*Managed a team of 6 administration staff.

\*Managed the service level agreement for Special Rules- target of 24hours.

\*WIP(Work in Progress) Management- checking of the WIP to ensure all cases closed to meet service level requirements.

\*Ensured Notification of failures correctly identified.

\*Managed 2 Administrators on the Resource Team-ensuring enough availability of HCPs to meet output expectations.

\*The management of the Veterans cases and Disability Allowance cases, ensuring all files seen within target and returned to relevant teams.

\*Dealing with all sessional Doctors for all 11sites to ensure all War Pensions and DLA cases where seen and allocated.

\*All 11 sites within company WP and DLA cases entered and allocated to HCPs for Domiciliary Visit or Assessment in the MEC.

\*Ensured all HCPs working in A114 had work allocated to them.

\*Overall management of the Administration team.

\*Understand, contribute and follow the quality, Health and Safety and Equal Opportunities Policy.

\*Carried out monthly 1-1s and appraisals.

\*Managed staff performance, performance managed staff.

\*Lead Monthly meetings.

\*Communicate with staff to ensure up to date communications.

\*Held meeting with the DWP regarding the DLA Cases.

\*Held meeting with the Veterans Agency regarding the WP cases.

\* Other ad hoc duties as required.

**Business Support Administrator- Atos, now known as CHDA**

**April 2012-April 2014**

Duties included:

Data inputting and allocation of work and all other ad hoc administration duties.

**Sector Administrator**

**Beneast Training Ltd**

**Coleridge Road**

**Blackpool**

**FY1 3RW**

**2009-April 2012**

Duties included:

\* Daily routine administration tasks including word-processing letters, memos, minutes and other printed communication as necessary as detailed by line manager and requests from other Sector Managers, Trainer/Assessors or other members of staff.

\*Using correct use of paper, envelopes and other materials.

\*Maintenance of printer and errors that occurred.

\*Use of correct company format for all written communications, proof reading and correction of completed work.

\*Operating all office equipment safely and efficiently using the correct procedure.

\*Responsible for all preparation of necessary paperwork.

\*Use of the company telephone system and provide cover for the reception area on a Rota basis.

\*Responsible for dealing with routine enquires and other telephone calls in the absence of other staff members- take messages where applicable.

\*Responsible for all learner applications, input and update of the company learner database.

\*Attend meetings when required, take minutes and distribute after approval of sector Manager.

\*I contributed to the development and implementation of procedures in the Learner Services Department.

\*Hold the prime responsibility for producing portfolios, start packs and producing them on time.

\*Fulfilled objectives set during appraisal and review by HR Manager and update personal skills and qualifications required for post.

\*Understand, contribute to and follow the Quality, Health and safety and Equal Opportunities Policies of the Company

\* Other ad hoc duties as required.

**Fleetwood High School-2001-2006:**

English Literature C

English Language C

Mathematics C

Science Chemistry C

Art B

Sociology D

IT C

Science C

Sociology D

**Interests and Hobbies**

I enjoy spending time with my friends and family, I also enjoy reading.

**References**

Carly Whittam

Lancashire & South Cumbrian Trust

Carly.Whittam@lscft.nhs.uk

Claire Hartley – previous manager at CHDA.

Contact number- 01519346173

Claire.hartley@chdauk.co.uk