

# KAREN SHAKESPEARE-FLETCHER

## SHAKESPEARE VIRTUAL ASSISTANT

In August 2020 I decided to start up my own consultancy as a Virtual Assistant. I am a professional, efficient, loyal and passionate Executive Assistant with extensive experience at C-Suite level. I am available either as a temp for short term contracts or as a consultant on a retainer basis for the hours I am required, saving you the additional expense of PAYE, pension, insurance costs, sickness, absence management and holiday pay. I am easy and fun to work with. Testimonials available on my website.



## EXPERIENCE

### Pennon Group Plc

2016-2020

Executive Assistant

- Extensive and complex diary management for Corporate Affairs and Investor Relations Director, Health, Safety, Security and Assurance Director and team of 6 senior managers, including travel and accommodation arrangements
- Organising and co-ordinating high profile internal and external meetings and complex events, including stakeholder and investor site visits and dinners
- Monitoring and prioritising directors' inboxes and ensuring those that require urgent action are brought to the Directors' immediate attention and/or dealing with the enquiry myself
- PowerPoint and Canva presentations
- Preparation and formatting of Board papers to upload to Diligent; a Board governance software provider
- Preparation of agenda, papers and minute taking for Group H&S SteerCo and monthly team meetings
- Promotion of the HomeSafe health and safety initiative with the introduction of weekly Microsoft Team meetings

### Viridor Waste Management Ltd

2009 - 2016

Executive Support Manager

- Executive Assistant to CEO, Managing Director and Finance Director
- Co-ordination of PAs and receptionists to ensure common standards of support, engagement and delivery
- To carry out timely annual performance reviews and regular meetings for all direct reports (2 PAs and 1 head receptionist)
- Office and facilities management including liaison with ICT to support directors
- Special event organisation including management conferences, charity golf days, celebratory dinners etc.
- Part of project management team to identify, locate, manage the design and build and interior design of the new Head Office in Taunton and successful relocation of 250+ staff including the official opening with stakeholders, contractors and local authority
- Locate and interior design the new Manchester office hub and official opening

## CONTACT



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www.shakespeareva.org

## EDUCATION

### Amersham College

London Chamber of Commerce  
Private Secretarial Certificate  
A Level English Language  
English Communication  
Business Studies

### Beaconsfield High School

8 O Levels  
Sports Girl of the Year

## SKILLSET

- Advanced Executive PA Masterclass Certificate
- NVQ Level 4 - Administration
- Microsoft 365 Office applications
- Diary and travel arrangements
- Canva and PowerPoint presentations
- Word document formatting and template design
- CV presentation
- Event organisation and co-ordination
- Event organisation
- Creative and artistic

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## SHAKESPEARE VIRTUAL ASSISTANT

### EXPERIENCE



#### Ringway Specialist Services

2007-2009

Personal Assistant

- PA to Managing Director and Finance Director scheduling meetings and organising travel and accommodation requirements
- Preparation and distribution of monthly board packs
- Minute taking of monthly management meetings
- Production and co-ordination of PowerPoint presentations
- Preparation of offer letters, contracts of employment and inductions for all new starters
- Line manager to two job share receptionists
- Integrated Management Systems Auditor (internal)

#### VA SKILLSET

- Creation of my own website social media and logo
- Client social media postings
- Document management via SharePoint and workflows
- Event organisation, dinners and accommodation
- Microsoft Team, Skype and Zoom meeting arrangements
- Security Clearance Level SC as approved by UKSV

#### Merrett & Co, Solicitors

2005-2007

Practice Manager/Personal Assistant

- Supervision and management of staff; 5 fee earners, 1 paralegal assistant and 2 part-time secretaries
- Risk based supervision and enforcement of the Solicitors' Regulatory Authority Code of Conduct, including client care, equality and diversity, conflicts of interest, money laundering and data protection (accredited with Certificate of Competency)
- Monthly billing of all private clients and local authorities
- Preparation and control of office procedures
- Conduct monthly file reviews in accordance with mandatory regulations
- Management of caseloads both quality and quantity, including Undertakings
- Implementation and training of new computer aided billing system

#### Pontin's

2000-2005

Personal Assistant then promoted to Commercial Manager

- Responsible for Bars, Retail Shops, Catering and Arcade
- Monitor and review line managers' performances against objectives and targets
- Motivate and inspire team through exemplary leadership to deliver targets and excellent customer service experience
- Ensure optimum communication through departmental meetings and one to ones
- Review all external audits and reports to ensure areas for improvement are highlighted and supporting plans in place
- Actively seek to improve profit margins and budget targets by reviewing trading calendar, guest figures, opening hours and payroll to maximise income opportunities
- Ensure maximisation of security of cash in the arcade and machine layout to maximise potential and income
- Day and evening duty manager shifts taking responsibility for the whole centre management
- Part of the serious incident management team conducting regular reviews of various serious incident scenarios