



Nancy Smith

Skilled in relationship management and marketing, in a range of roles and industries

📍 Dunfermline, UK

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Languages

English

About

Creative and detail-orientated Manager with proven track record of success across multiple roles and industries. Skilled in troubleshooting and problem-solving, as well as managing and motivating teams. Seeking to utilise relationship-building skills and experience to drive collaboration and deliver exceptional results. Extensive in managing budgets, coordinating projects and supporting teams to deliver outstanding service on time and within budget. Seeking an opportunity to contribute to the success of a growing organisation.

BRANDS WORKED WITH

- Accentra Technologies (linked To Pico)
- Pico Business Solutions
- RBS

Experience

● Marketing Manager

Pico Business Solutions | Nov 2020 - Now

- Developed and managed brand identity and awareness Build and develop internal and external relationships and strategic
- partnerships
- Multi-Channel campaign strategy and development which increased connections and engagement by 200%
- Redesigned website and improved Google ranking from Top 50 to Top 20
- Created copy, imagery and content for multiple channels
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● Executive Assistant

Pico Business Solutions | Apr 2020 - Nov 2020

- Collaborated with teams from across the business on business-critical projects
- Coordinated events and conferences, supporting from initial organisation to set up and post-event review
- Managed office inventories, restocking supplies and placing purchase orders to maintain adequate stock levels.
- Detailed accurate meeting minutes, promptly collating and distributing
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- to managers and directors. Organised international and domestic travel arrangements, including flights, rail travel and hotels Arranged staff entertainment and social events to increase staff advocacy and engagement
- Reconciled £100k spend for renovation of gin bar in Paisley

● Account Manager

Accentra Technologies (linked To Pico) | Oct 2019 - Mar 2020

- Recovered over £400k of unpaid invoices
- Set up and implemented new invoicing system
- Rebuilt trust and advocacy with existing clients
- Developed relationships with new clients
- Regularly reviews with clients to propose new products or services and maximise revenue.

● Payroll Assistant

Pico Business Solutions | Feb 2018 - Feb 2019

- Administered weekly and monthly payroll for 3000+ employees, using Accentra processing software.
- Guaranteed employee confidentiality, ensuring compliance with GDPR principles across all tasks.
- Managed starters and leavers, issuing P45s to enable accurate taxing.
- Completed pre and post-processing checks to ensure salaries were paid accurately and on time.
- Processed statutory payments and deductions, including SMP, SSP,

PAYE

- Performed detailed payroll duties from input and audit, to processing and submission.

- **Resource Planning Manager**

RBS | Oct 2010 - Jun 2014

Supported and advised Area Managers across the Scotland branch network on recruitment and resource effectiveness

- Involved in the recruitment process from entry-level roles to Regional Director assessment centres

- Liaised with area management staff to accurately identify in-house training need

- Developed and delivered appropriate training programmes

- Built and maintained relationships with key stakeholders from support roles to members of the RBS Executive

- Management and distribution of budgets in excess of £12m