



Zeanah Sinclair-Powell

Highly experienced Career Administrator seeking weekend retail/hospitality opportunity

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Languages

English

About

With a dynamic background in administration and supporting roles across various sectors, I excel at enhancing customer experiences through meticulous planning and project management. Eager to apply my diary management and administrative skills to a fast-paced retail environment, ensuring seamless operations and superior client service.

BRANDS WORKED WITH

Great Ormond Street Hospital For Children NHS Foundation Trust

North Middlesex University Hospital

Together Dental - Tottenham

APERTURE GROUP MANAGEMENT / AL-THANI FAMILY

Club Wembley & The FA

The Duke of Edinburgh Award - International

Win Technologies UK Ltd

Serco/Selfridges

Experience

● Patient Safety Team Administrator / PA

Great Ormond Street Hospital For Children NHS Foundation Trust | Jan 2022 - Now

- Initially 3 month contract role but continued to be extended have now been appointed to a substantive permanent position as of December 2022.
- Solely responsible for overseeing full administrative duties and daily support of 8 directorate safety partners, as well as PA duties to the Head of Patient Safety department and Associate Medical Director for Patient Safety and Resuscitation (team of 10)
- Successfully managing the entire administration, scheduling and preparation of two committee board meetings (held monthly which are attended by 50+ people) as well as weekly meetings, Internal investigation meetings and cross directorate meetings
- Extensive experience in managing senior level complex diary management, arranging time pressured and time sensitive meetings and projects seamlessly
- High level execution of comprehensive minute taking, viewed my board members, senior leadership team and Executive level staff
- Currently overseeing the trust's day-to-day administration for Datix system (incident reporting software used by 5000+ staff) answering queries, opening and closing accounts and creating templates and user guides which has seen an increase in user base of 400+ users since my employ
- Planning all and intercepting all IT/computer/mobiles software issues, liaising with IT and second line teams to ensure equipment is repaired, fixed and delivered on time without delays
- Proactive project managing Estates and facilities tasks – improving office facilities in kitchen, office floor and bathrooms, arranging removal of old equipment to ensure the smooth running of an office that seats 20 people
- In charge of ordering of stationary and office equipment via eProc systems, managing stationery and office equipment requests
- Oversee and administrate a Weekly safety report which involves collating of 11 departments weekly updates, disseminating information to distribute weekly to a group of approx 100+ people including Executive Teams
- Chairing and minute taking weekly meeting (group of 8/10) involving

multi directorates which has improved efficacy

• Assisting Medical directors office, patient experience, PALS and complaints team and as a result have been included in several special projects across the trust including the EE connecting Ukraine families project

● **Phlebotomy Clinic Manager**

North Middlesex University Hospital | Oct 2020 - Jan 2023

- Facilitating the process of 200+ patients' blood tests - managing start to finish process, increasing efficiency by 30%
 - Assisting with all administrative enquiries; including but not limited to - meeting and greeting patients, coordinating all appointments for the day, resolving any patient or staff issues, ordering supplies, arranging all logistical processes collection and delivery of specimen under restrictive time constraints
 - In charge of Opening and Closing operations of entire health centre
 - Rapport and relationship building with with Maintenance, Health Clinics, GP practice and coordinating all relevant diaries - to ensure smooth operations are maintained
 - Top Rated North Middlesex University Satellite Clinic for efficiency and patient satisfaction 93%*
 - Running end of day reports using Swiftqueue and Citrix Workspace
 - Ensuring all staff and patients follow strict GDPR and Health and Safety Guidelines at all times
 - Compliance, Health & Safety, Information Governance, Data Protection, GDPR and Infection control
- Certification (CIPD 20 pts) Expires Dec 2022

● **Senior Practice Administrator & Assistant Manager**

Together Dental - Tottenham | Oct 2020 - Jul 2021

- Extensive daily diary management of a 5 surgery practice; 7 dentists, 2 hygienists and 1 implantologist amending any cancellations, changes, staff training, holidays, sick days
- Management of all maintenance and issues for entire practice including cleaning staff, surgery equipment breakdown, engineers resolving any issues that may occur daily
- In charge of all cash & cashless payments from customers, petty cash flow for staff and running daily reports for head office/practice manager updating and tracking monthly
- With no initial dental background went on to become Intermediate user of Dentally Systems, Microsoft office suite and trained 2 other reception staff and was requested by CEO to lead reception training manual for entire practice staff
- Ran a 2 person required reception - single handed, seeing 100+ patients a day, in person and over the phone (improved phone statistics for waiting times by 267%) for over 4 months
- Operated as Treatment Co-ordinator for private patients, enquiring by phone, email, website - answering all enquiries, improving in house sales by over 60%* (compared to last 3 receptionists and TCO)
- First Aid Certified (Expires 2023)

● **Personal Assistant**

| Jan 2018 - Oct 2020

- First point contact for all incoming correspondence, including daily management of several email inboxes via outlook, iCloud and Google suite systems.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Perform general office duties such as ordering supplies, maintaining records management via Google

suite systems and performing basic bookkeeping work.

- Prepare agendas and make arrangements for committee, board, and other meetings
- Make travel arrangements for executives, domestically and internationally.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Compile, transcribe, and distribute minutes of meetings.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Manage and maintain executives' schedules.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software.
- Set up and oversee administrative policies and procedures for offices and/or organizations.
- Supervise and train other clerical staff.
- Review operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Interpret administrative and operating policies and procedures for employees.

● Executive Assistant & Office Manager

APERTURE GROUP MANAGEMENT / AL-THANI FAMILY | Jan 2016 - Jan 2018

- Direct Admin and business support to 14 Staff, 5 Executives and 2 Directors in London office. Additional Support to 5 Staff and 4 Executives from Qatar Offices
- Main Private Office and Personal secretarial to support to 1 director his immediate and extended family
Providing on call support to facilitate all His Excellency's private and business affairs, these are including but not limited to Daily diary management of business & personal appointments, booking of all personal and business flights (domestic and international) for His Excellency, his family and staff using Egencia Systems. Arrangement of organizing Hunting/shooting expeditions (Travel, location, accommodation, guests) Management of Personal Fleet of over 60 Vehicles (MOT, Insurance, Congestion charge, Servicing etc.) Healthcare and Surgery arrangement (Financial and appointment scheduling) Liaising with Doha Executives for preparations whilst in London. Arrangement of Import and export of a pet to Doha.
Liaising with House staff to manage His Excellency portfolio of 5 Homes in London (Household bills, general upkeep, ad-hoc requests when required. General ad-hoc request as to personally oversee his son University enrollment and ensure and manage his attendance. Management of Football Hospitality Box And tickets at Chelsea FC.
- Implementation of several business courier and travel accounts including but not limited to; DHL, Egencia Travel, Addison Lee, Viking
- Proactive Management of office including refurbishment/reorganization of office meeting rooms, Social events i.e Christmas and Summer office parties, general improvement of office structure including implementing streamline procedures such as interviewing and hiring cleaning team, organizing company database and document control systems (M-FILES) Barista implementation and general running and facilitating best practice of office day-to-day
- Diary Management of London office staff and implementation of London office meeting room booking systems
- Arrangement of sourcing corporates Hotel rates in Mayfair's Intercontinental Hotel & Flemings Mayfair.
- In charge of 3+ staff handovers and hiring of 2 staff
- Assisting property management with new tenants of several Luxury

Mayfair Apartments/homes; check in, key management, setting up utilities and furniture management, as well as the building manager for any issues/upkeep.

- First aid certified completed November 2017 with valid 2-year certification
- Switchboard and screening duties for London office as well main point contact for any meeting guests.
- Greeting and welcoming His Excellency's high-profile guests, silver service and any hospitality requests.

● Senior Receptionist

Club Wembley & The FA | May 2015 - Oct 2015

Senior Receptionist (Club Wembley & The FA)
The Football Association, Wembley Stadium
May - October 2015 (6 Months Fixed Term)
Wembley Stadium

- Daily opening of Club Wembley reception (1st Floor)
- Logging all pre-authorized requests for entry into the stadium via email and telephone - for meetings/ events/matches/concerts
- On Daily Average greeting 150 authorised guests to assist and 200+ unauthorised visitors (Tourists)
- First point contact of all switchboard calls and enquiries, transferring/screening to relevant department or person
- Signing for deliveries, managing distribution of all incoming & outgoing mail

- Maintaining an immaculate front desk at all times
- Assisting stewards on match/event days: Greeting all guests and assisting to seats or designated area
- Excellent relationships with security, events team and facilities to ensure highest degree of employee and visitors security

The FA (The Football Association)

- Daily opening of The FA reception (4th Floor)
- Logging all pre-authorized requests for entry into the stadium via email, telephone - for meetings/ events/matches/concerts
- 1st point contact of all Football Association calls and transferring/screening to relevant department or person
- Assisting Chairman and Directors PA's with booking and confirming all meeting rooms, catering and technical support
- Greeting all FA guests and council members and maintaining a constant knowledge of all meetings and or any amendments
- Greeting all High-Profile members of the department and keeping professionalism and discretion at all times
- Keeping and maintaining an immaculate FA reception desks at all times and throughout the day

● Reception / Facilities Administrator

The Duke of Edinburgh Award - International | Jan 2015 - Jan 2016
(Contract)

- Main point of contact for all internal day to day running of two-floor office, including greeting and arrival of VIP Staff and guests and sub tenant visitors and arrangement and management of booking external and internal parking spaces.
- Management of kitchen supplies and operations, ordering cleaning products & Utensils as required.
- Ensuring that the London office has sufficient supplies and equipment through stock management of stationery, kitchen incidentals, confidential waste, furniture, etc.
- Coordinating and managing efficient running of office, liaising with the Office Manager whilst proactively executing said issues.
- Liaise with suppliers and contractors to arrange maintenance bookings for equipment and supplies

on behalf of the Facilities and Business Support Manager to ensure compliance with Health and Safety legislation.

- Managing the booking, effective allocation and billing for room hire at Award House, supplying relevant equipment and refreshments as required.
- Manage incoming and outgoing post, including operation of Franking machine, disseminating internally as required, and ensuring that the franking machine has ink, credit as appropriate and running monthly reports.
- Answering external phone calls and directing the caller to staff members as required.
- Provide timely, accurate and effective administrative support across the Foundation as required, assisting in the drafting of documents, organising meetings and collating reports as required from time to time.

● **Receptionist / Finance Assistant**

Win Technologies UK Ltd | Jun 2014 - Jan 2015

Receptionist / Finance Assistant

Win Technologies UK LTD

June 2014 - January 2015 (6 months fixed term)

- Meeting and greeting visitors and prospective candidates
- Signing for deliveries, managing distribution of all incoming and outgoing mail
- Answering and transferring phone calls
- Assisting with events and functions and cover for directors PA'S
- Supporting facilities/office managers with daily checks and maintenance of offices, assisting with invoices, sourcing services
- Building relationships with suppliers and contractors and negotiating prices on current & potential contracts
- Management of all company mobiles; ranging from set up of handset to managing company mobile account, all mobile enquiries, monitoring bill limits and allowances and warranties, repairs and replacements
- Processing credit card payments to suppliers
- Daily running of petty cash and coffee machines and monitoring monthly costs
- Filing and recording of all receipts and important documents, general admin, scanning and filing.
- Assisting accounts department with monthly Directors expenses

● **Front Desk Receptionist/ Switchboard Operator**

Serco/Selfridges | May 2013 - Jun 2014

- First point of contact at Selfridges mainline switchboard calls routing to London, Manchester Exchange square, Trafford Centre and Birmingham Selfridges stores. (Internal and external)
 - Front of house reception- appointed to meet and greet all visitors
 - A comprehensive knowledge switchboard systems and back office functions as required
 - To undertake activities, not limited to, online queries, processing of orders, arranging collections and assist with the processing of returns or refunds
 - Meeting and exceeding a call average of 80-100 calls on a daily basis
 - Constantly maintain a 98-100% call quality average
- OTHER ROLES INCLUDE:

Education & Training

2014 - 2014 ● **CPD**

Diploma of Higher Education in Administration, Secretarial and PA,

2001

● **Enfield County School**

GCSES in English, Maths and Science,