



Gem Norley

Senior Supervisor

[View profile on Dweet](#)

Languages

English

About

Experienced worker in customer and client facing roles for over 11 years including retail, hospitality, and corporate settings. I have relocated to London for university and enjoy socialising, reading, exploring and meeting new people.

BRANDS WORKED WITH

- ANIMAL UK, BRISTOL
- CAREFUTURES, BRISTOL
- HELPDESK, MINISTRY OF DEFENCE
- TOPSHOP
- Victoria's Secret

Experience

- SENIOR CARER**

CAREFUTURES, BRISTOL | Jun 2022 - Sep 2023
(RELOCATION)

Responsibilities include personal care of residents in conjunction with health and safety and manual handling procedures. Liaising with professionals during doctors rounds and health care appointments. Handling and administering medication to residents, alongside, running shifts. Managing teams, assisting with conflict resolution and working under pressure with unsociable hours.
- Helpdesk**

HELPDESK, MINISTRY OF DEFENCE | Sep 2020 - Jun 2022

Responsibilities include liaising with senior staff within the MoD, CAA and military as well as presenting workshops to these individuals to spread knowledge on specialist software. Becoming proficient in computer packages such as word and excel as well as technical reports and time sensitive tasks.
- SUPERVISOR**

ANIMAL UK, BRISTOL | Sep 2018 - Jun 2020
(REDUNDANCY)

Responsibilities included managing teams, stock loss prevention and customer queries, alongside visual merchandising and ensuring the reaching of targets and KPIs.

Education & Training

- 2023 - 2026 ● **City, University of London**

ADULT NURSING,
- 2022 - 2023 ● **Weston College**

ACCESS TO NURSING AND MIDWIFERY,