

# Hope Hardy

27 Centenary Fields, Bramley, RG26 5GU

Mobile: **07393 297 299** Email: **hopehardy21@icloud.com**

## PERSONAL PROFILE

A reliable, hardworking and highly motivated lady; I am looking to build on my career, knowledge and experience. I consider myself to be outgoing, creative, open minded and willing to explore boundaries outside of my comfort zone. I have an aptitude for learning new skills and am excited to experience new challenges.

## SKILLS

- ❖ Strong verbal/written communication
- ❖ Excellent telephone manner
- ❖ Great organisation skills
- ❖ Keen ability to work independently and in a team
- ❖ Fast learner
- ❖ Good time management when meeting deadlines
- ❖ IT skills: Microsoft Office (Word, Excel, PowerPoint)

## EXPERIENCE

### **RW Armstrong, Basingstoke - *Group Personal Assistant, Construction Operations***

February 2023 - Current

My main responsibilities include -

- Planning and organising meeting arrangements for the Construction Operations Directors, including:
  - Compiling and issuing agendas
  - Booking venues and equipment
  - Assist with compiling specific meeting content
  - Minute meetings, record and assist in tracking actions
- Coordinate and issue the active site list on a monthly basis, working with all divisions to ensure project information is up to date
- Assist Construction Operations Directors with creating and refining construction processes
- Check and issue construction based notifications to all divisions
- Coordinate and manage the end of project review process and the associated documentation
- Lead and manage the annual accreditation process
- Update the construction company page ensuring content is relevant and informative
- Collate and file monthly safety reports
- Collate content for SHEQ newsletter
- Provide diary management for the Construction Operations Directors
- Assist in preparation of interviews: availability, CVs and previous interview notes

- Compile and track Construction Directors key action lists
- Prepare documentation, reports and presentations when necessary
- Manage monthly expenses
- Assist with answering main switchboard telephone calls
- Provide routine administrative support

### **Harpar Grace International, Andover – *Projects & Events Coordinator***

November 2022 - January 2023

### **Hampshire Cultural Trust (Milestones Museum), Basingstoke – *Business Services Coordinator and Weddings Coordinator – Duty Manager***

April 2019 - November 2022

My main responsibilities included –

- Further develop a high quality and profitable wedding and events programme at Milestones Museum and Basing House which includes, but is not limited to:
- Generating opportunities to increase profit from event fees, ticket income and secondary spend.
  - Managing the administration and implementation of all venue hire enquiries.
  - Create and deliver an events programme across Milestones Museum and Basing House that will excite our visitors, expand our audience and enhance the visitor experience.
  - Support wedding couples throughout the entirety of their booking, from the initial enquiry to acting as the ‘responsible person’ on the day of their ceremony.
  - Manage the delivery of weddings and events, ensuring consistently high levels of quality and customer service are provided at all times.
  - Build and maintain strong working relationships with internal and external stakeholders, through effective communications and positive shared outcomes.
  - Evaluation of events, with a pre-defined success criteria that can be referenced when devising future programmes. Manage the daily operations and health & safety activities during Duty Management shifts, ensuring high levels of customer service are consistently demonstrated throughout the team, with the visitor experience at the forefront.
  - To ensure effective day to day operation of Milestones Museum and Basing House’s financial and administrative processes and procedures
  - Develop and implement effective internal communication procedures for Milestones and Basing House
  - Coordinate and support group bookings by organising travel and tours
  - Manage administration processes and operational systems
  - Schedule quarterly staff and volunteer meetings and other training for the workstream
  - Act as the Milestones and Basing House champion of trust wide systems/technology
  - Be the first point of contact for programmed events and queries
  - Support the recruitment of staff and volunteers
  - Create monthly financial and performance report

### **Unum Dental, Basingstoke — *Interim Claims Administrator***

January 2019 - April 2019

## **Kier Group, Basingstoke — Interim Commercial Administrator**

October 2018 - December 2018

## **Andrews & Wykeham, Basingstoke — Production Administrator**

July 2017 - September 2018

### **EDUCATION**

#### **BCOT, Basingstoke**

September 2023 - March 2024

- Level 2 Certificate in Principles of Business Administration

#### **Queen Mary's College, Basingstoke**

September 2015 - May 2017

- Level 3 Certificate in Law

#### **Fort Hill Community School, Basingstoke**

September 2009 - July 2014

- BTEC Double Award Science - Level 2 Pass
- GCSE English Language - C
- GCSE English Literature - C
- GCSE History - C
- GCSE IT - C
- GCSE Maths - C
- GCSE Religious Education - A\*

### **TRAINING**

#### **Global PA Association & Training Academy**

March 2025

- Day 1 EA 7 Key Management Skills - The Strategic Business Support EA

#### **TCS Training**

March 2025

- Microsoft Intermediate Excel Training

### **REFERENCES**

References available upon request.