

Hope Hardy

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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.