

Neil Turner

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Phone number available on request

Profile

A passionate and hard-working team player, looking for exciting opportunities in mid-level administration where I can use my technical expertise. Particular focus on education and public sector, with a strong background in higher education admissions, recruitment and timetabling.

Professional Experience

- **Postgraduate Research Admissions Officer** - University of Bradford, Aug 2016-present
Administering the majority of postgraduate research (PhD) applications for the institution, ensuring accuracy of offers, responding to enquiries and supporting recruitment events.
Key achievements:
 - Developed a well-received PhD recruitment handbook for colleagues to use at events.
 - Documented and refined processes for application processing, and managed training for colleagues.
- **Timetabling Administrator** - University of Bradford, Jan-Jul 2016 (secondment)
Development of student timetables for lectures, workshops and laboratory practicals using Scientia Syllabus+/Enterprise. Resolving conflicts, ensuring staff and lecture room/resource availability, and sitting on approval panels for new and changed degree courses to recommend improvements.
- **UG Admissions, Marketing & Recruitment Officer** - University of Bradford, 2010-2016
Administering undergraduate admissions, including arranging interviews, planning and organising open day events, managing applicant details from UCAS on a database, managing and planning rotas for student ambassadors, processing of information for visa applications and offering careers advice.
Key achievements:
 - Promoted within same role in 2013 to become main data officer for the faculty, to include producing reports and capturing business intelligence data.
 - Developed procedures for cascading unsuccessful applicants to other courses within the faculty, resulting in around 40 extra students enrolling each year.
 - Managed the compilation and proof-reading of 2015 issue of faculty newsletter, Reflections.
- **Hub Clerical Officer** - University of Bradford, 2007-2010
Processed admissions for UCAS applicants, administration of postgraduate research students on university database (SITS:Vision), visa queries and face-to-face support for current students.
- **Clerical Assistant** - University of Bradford, 2004-2007
Included meeting and greeting prospective students & parents on open days, conducting tours, answering the phones for the university's clearing hotline and dealing with student enquiries; data entry and general administrative work in a typical office environment. *Job was on a part-time basis around my studies.*

Education

- **PGDip Forensic Computing** (Univ. Bradford, 2005-2007, Pass)
Study of the Internet, protocols, cryptography, security and forensic analysis. *Taught in conjunction with West Yorkshire Police.*
- **BSc (Hons) Computing & Information Systems** (Univ. Bradford, 2002-2005, 2:2 honours)
Course focussed on Java programming with some mathematical elements, study of databases, user interfaces, software systems and professional skills.

- **A-levels** – Geography (C), Mathematics (D), French (D), York College, 2002
- **AS-levels** – Computing (D), Physics (E), York College, 2001/2
- **10 GCSEs** – Grades A*-B including Mathematics (A), English (B) and Science (BB)

Professional Skills

- Advanced user of Microsoft Office – particularly Word, Excel, PowerPoint, Outlook, Access & OneNote.
 - Experienced copywriter for Customer Relations Management (CRM) email communications and printed publicity materials, including course brochures and newsletters (samples available on request).
 - Significant experience of Tribal SITS:Vision, Scientia Syllabus+, SAP BusinessObjects, Azorus CRM & Salesforce.
 - Moderator for faculty web site, using TerminalFour SiteManager.
 - Managed and contributed to faculty social media accounts (Facebook, Twitter). Active and confident social media user in a personal capacity.
 - Effective customer service skills including good telephone manner, with experience of working in a busy call centre environment for university Clearing. Confident with both inbound and outbound calling campaigns.
 - Full clean UK driving licence.
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Technical Skills

- Active administration of Linux/Apache web server with WordPress; maintain my own blog at www.neilturner.me.uk and manage web sites for a student society and local trade union branch.
 - Over 10 years' experience with Apple macOS (OS X).
 - Working knowledge of HTML and CSS.
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Completed training courses

- Degrees of Deception – Dealing with Education Fraud, *UK NARIC, March 2017*
 - University Governance, *Univ. Bradford, Nov 2016*
 - SITS Module availability and diets, *Univ. Bradford, Mar 2016*
 - Understanding the New UCAS Tariff, *Univ. Bradford, Feb 2016*
 - International Students & Tier 4 Visas, *Univ. Bradford, Oct 2015*
 - Confirmation & Clearing, *Univ. Bradford, Aug 2015*
 - Trans Awareness, *TransAllOut, Feb 2015*
 - Employing Students on Campus, *Univ. Bradford, Jun 2012*
 - TerminalFour Site Manager for Moderators, *Univ. Bradford, Mar 2012*
 - Dealing With Change, *Univ. Bradford, Jul 2010*
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Hobbies and interests

- Keen photographer, samples available at www.flickr.com/photos/neilt
 - Hill walking and hiking
 - Blog writing
 - Volunteer theatre technician, with experience of lighting and set-building
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Referees

Available upon request.