

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 and junior management where I can use my technical expertise and leadership skills. Particular focus on education and public sector, with a strong background in higher education admissions, recruitment and timetabling.

Professional Experience

- **Postgraduate Research, MBA & DBA Admissions Officer** - *University of Bradford, Aug 2016-present*
Administering all postgraduate research (PhD), MBA and DBA 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.*
 - *Undertaking an apprenticeship in Leadership & Management*
- **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 and Certifications

- **ILM Level 3 Diploma in Leadership & Management** (City Training Services, 2019 onwards)
- **City & Guilds Level 2 Certificate in Food Hygiene** (Virtual College, 2019)
- **PRINCE2 Foundation & Practitioner** (QA Training, 2018)

- **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.

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.

Completed training courses

- Degrees of Deception – Dealing with Education Fraud, UK NARIC, March 2017
- University Governance, Univ. Bradford, Nov 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

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

Referees - Available upon request.