***Curriculum Vitae***

Ashleigh Charles

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**Profile**

A flexible, hardworking, proactive team member with leadership abilities who uses high standards of communication to establish positive inter-personal relationships. A multi-tasker who strives to achieve targets within set deadlines. Energetic, dynamic, and relishes new challenges. Demonstrates diplomacy, an emphatic approach and a genuine desire to assist in sometimes sensitive situations. Capable of working without supervision and willing to assume responsibility.

**Education**

2007-2011 University of Essex (Currently Undertaking an MA in Human Rights and Cultural Diversity)

Sociology and Human Rights BA : 2:1

* 1. East Devon College

A-Levels:

English (A), Law (C), Sociology (A), General Studies (B).

AS-Levels:

         English (A), Law (C), Sociology (A), General Studies (C)

2004 Uffculme secondary school

GCSE: English Literature (B), English Language (B), French (B), Late Modern World History (B), Religious Education (A), Child Development (A), ICT (C), Maths (C).

**Teaching experience**

**2011 May-June Private Employer- English Tutor**

* Teaching English to a 14year Old Russian student.
* Practicing Conversational English.
* Correcting grammar.
* Devising lesson plans.
* Planning exercises.

**2007 September – September 2011 Informal English Tutoring**

* Proof reading essays/letters
* Providing conversational clubs
* Interacting with children and encouraging previous English tuition.
* Working with students/their spouses/families to improve English and develop English skills.

**2010-11 (September-August) University of Essex – International Academy**

Front Runner

**Skills**

**Communication**

* Both verbally and written with students and members of staff and external officials.
* Advertising events with students
* Integrating with students
* Organizing a newsletter to promote events and services on campus
* Helping carry out different activities such as conversation clubs.
* Developing communication skills and fielding calls when necessary from overseas
* Attending trips.
* Liaising with staff members.

**Organization**

* Organizing events for students/staff.
* Meeting with students.
* Liaising with different companies for budget requirements.

**Higher Education Experience**

* Awareness of diversity issues
* Meeting new/potential students and guiding them around campus and making them aware of the services available at Essex.
* Dealing with welfare issues.
* Maintaining a high level of confidentiality at all times.
* Promoting Essex University and the multicultural environment.
* Ensuring students able to achieve their full potential whilst gaining varied experiences.
* Maintaining a friendly atmosphere for students through appearing available for queries.

**Responsibilities**

* Organizing pre-arrival information such as information on the neighborhood, shopping etc and directions.
* Working as a point of contact for both staff and students or potential students.
* Liaising with other team members to organize a newsletter for their arrival.
* Responding to queries and addressing any problems which arise either from the student or from staff members.
* Attending regular departmental meetings.
* Manning the office on occasions.
* Taking part in Conversation clubs.
* Organizing material for conversation clubs.

2009-2010 (March-June), Student Associate Scheme,

Teaching Assistant

**Duties and Skills**

* Helping teach English to students aged 10-18
* Preparing teaching materials.
* Support for the pupil
* Support for the teacher.
* Support for the curriculum.
* Support for the school.
* Preparation for forthcoming exams.
* Fostering the participation of students within the social and academic processes of a school.
* Enabling pupils to become more independent learners.
* Helping raise the standards of achievements for all pupils.
* Supervising and assisting small groups of pupils in activities set by teachers.
* Developing pupils’ social skills
* Spotting early signs of bullying and disruptive behavior.
* Helping the inclusion of all children/
* Keeping Children on task.
* Showing interest.
* Helping implement lesson plans as well as helping plan them.
* Providing feedback to teachers.

**Summer 2005 A pause Programme**

* Providing peer mentoring on different educational programs.
* Attending different schools and carrying out six sessions in consecutive weeks.
* Working within secondary schools to teach Sexual education.
* Carrying out scenario’s and group discussions with classrooms.
* Providing different scenarios and talking with students.
* Carrying out exercises, improvising where necessary.

**Employment History**

**2011-09 University of Essex – Student Support**

Resident support networker coordinator/ Resident Support Networker

**Duties and skills**

* Directly line managing five people of different nationalities and backgrounds.
* Monitoring/writing reports
* Dealing with welfare issues & Organizing referrals.
* Aiding conflict resolution
* Confidentiality
* Helping at training with large groups of people spanning over twenty nationalities.
* Holding responsibility for training for members of immediate and wider team members.
* Managing a varied team with different cultural requirements.
* Dealing with issues in a sensitive and discreet manner
* Awareness of challenges faced by students, for example cultural adjustments for international students.
* Dealing with a wide range of students on a campus spanning over one hundred and thirty different nationalities and being prepared to deal with not only language barriers but also cultural barriers.

**2004-2009,                 Calypso Promotions**

Holiday Awards Manager

**Duties and Skills**

* Dealing with complaints and queries from existing and potential customers.
* Providing and advising offers to suit individual requirements.
* Providing information on specialist requirements.
* Training new staff to a high level of achievement and monitoring their progress for a period of time whilst providing continual training throughout this time.
* Working as a team member assuming responsibility when necessary.
* Organising viewings of the holidays.
* Liaising with head office to ensure targets are met on a regular basis.
* Ascertaining client’s requirements and making sure that they are met to a high standard.
* Leading group training projects.
* Doing administrative work when needed.
* On occasion leading the shift if needed.
* Providing new training materials for new staff.
* Achieving targets weekly.
* Meeting regularly with area managers to provide progress reports and also ascertain new targets.
* Advertising new products as they come on the market to audiences of 12+.

2002-2004, Five Bells

Waitress

2007-2009 University of Essex

Student Caller for Alumni/ Careers Centre

* Carrying out questionnaires with members of the Alumni.
* Organizing regular donations from members of the Alumni.
* Collating details from previous students.
* Reaching weekly targets.
* Building/ maintaining relationships with members of alumni.
* Answering queries when possible and if not then fielding to ensure a high level of satisfaction.
* Encouraging larger donations/ legacies to be left to the university.

**Voluntary Employment History**

2004-Sept 2007, Student Guild

Welfare Officer

**Duties and Skills**

* **Providing support to students.**
* **Organising charity events.**
* **Liaising with various charities to create awareness.**
* **Campaigning for various different charities which were focused on.**
* **Fundraising for charities.**
* **Liaising with the president on various different campaigns which were applicable to the students.**
* **Advising students on possible avenues and guidance.**
* **Dealing with delicate subjects in an effective and discrete manner.**

References

Miss Marilyn Shanks

Welfare Officer for the International Academy

University of Essex

Wivenhoe Park

Colchester

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Mr Oliver Mawdsley

Careers Centre

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Mrs Paula Rothero

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More references can be provided on request.