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TASHAI MOHAMMED

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Harlesden

SKILLS

PERSONAL PROFILE

I am a committed, enthusiastic and experienced administrator who is able to work as part of a team and independently.  I am very organized and have great time management skills to ensure all tasks are completed at a high level. In addition to this I am a quick learner and able to adapt to any environment and provide the utmost desired service.

**Deputy Team Leader / Senior Business Support Officer**

Harrow Council | 2014 -Present

My role also entailed:

* As the first point of contact for the Legal Services team within Harrow council, I was responsible for all inquiries to the service area, dealing with queries as appropriate in line with agreed procedures and processes.
* Leading, delegating and delivering effective supervision through team meetings with staff.
* Responsible for the personal development of staff through regular 1-2-1s
* Office maintenance, key holder to safe and offices.
* Assisting with ordering, issuing and storing of stationery monitoring supply levels. implement and monitor effective risk management, business continuity, information management and disaster recovery strategies for the Practice.
* Processing Invoices, raising purchase orders, cheqes and BACs payments as well as disbursing PBAs.
* Provide support work such as various admin tasks ( such as drafting cover letters and creating court bundles) and provide a high level of support to the lawyers within the practice of 6 teams across various boroughs as a joint legal service.
* Setting up Land Registry Accounts for legal staff and produce monthly reports for the billing of disbursements.
* Creating staff rotas to ensure that the Legal Business Support Team has efficient cover for the needs of the business.
* Responsible for the collection, receipt and the sorting and distribution of incoming, outgoing and internal post and for postal record keeping, taking responsibility for action in line with business processes.
* Training staff of all levels in relevant developments in IT, office procedures, and case management system developments to maximise their efficiency.
* Co-ordinating legal sealing of documents for Harrow, Barnet, Slough and Hounslow.
* Lead projects, including supervising small project teams where required and work as part of a project team on service change and improvement initiatives.
* Carry out duties with due regard to the Council’s Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies.
* Monitor project implementation of a new case management system.
* Assisting during Elections as a supervisor to postal openings.
* Working with assessors, partners and the Law Society to ensure that Lexcel, IIP & IAA standards are complied with.

Microsoft Office Proficient

Exceptional Customer Service

Attention to Detail

Training ability

Finance processing

Project Management

Self-motivated

Excellent Communication

**SOFTWARE KNOWLEDGE:**

Dynamics 365

SAP

DPS Spitfire

Iken (superuser)

PROFESSIONAL EXPERIENCE

* Ensuring all chargeable time is recorded and appropriately billed and producing reports of hours for the clients of HB Public Law.
* Implementing and practicing disaster recovery & business continuity procedures.
* Assisting with recruitment and providing HR support and the wellbeing of the practice.

**(Secondment) PA to Director and Head of Legal** - 2019 - 2020

* Management of diary – organise meetings both internal and external, ensuring clear forward planning as necessary and that all relevant paperwork is to hand and preparing drafts in advance for the Directors to review to meet deadlines.
* Actively manage Director’s mail box, composing and drafting relevant responses, flagging issues to delegates and ensuring all queries are dealt with.
* Preparing agendas, reports, legal documents, taking minutes and following up on actions on behalf of the Director and Head.
* Arranging any events/conferences.
* Responsible for creating and maintaining an effective electronic/paper filing system and all related systems to ensure data is confidentially stored and is to hand when required.
* Responsible for establishing collaborative working relationships with other EPAs in the council.
* Assist with the research and preparation of committee papers, liaising with Committee Services to ensure all deadlines are adhered to.
* Compile reports, briefing documents and information for Members as requested.

**Health Advisor**

NHS 111 | 2013 - 2014

 My role also entailed:

* Managing urgent and non-urgent calls from patients and members of the public.
* Supporting callers to access the appropriate care, including advice to manage their symptoms at home and booking ambulances and booking doctors appointments.

**Admin Officer & Graphic Designer**

Integral memory | 2012 - 2013

 My role also entailed:

* Compile and process factory production orders.
* Production and administration of labels, packing lists, shipping information etc
* Liaising with agents and distributors
* Recording details of database users on an Excel spreadsheet
* Processing payments and invoices
* Sorting out sales ledgers and balancing logbooks
* Ordering of consumables, maintaining the purchase order files and logs, and updating budget information
* Designing inserts for products, posters and website
* Creating mockups of packaging and presentations
* Taking photos of products and editing

*References to be supplied upon request*

EDUCATION

WORK EXPERIENCE CONTINUED

CONVENT OF JESUS AND MARY

GCSE grades include 10 passes from A\*-C.

ST DOMINICS SIXTH FORM COLLEGE

A level in Graphic design, English and Biology.

EALING AND WEST LONDON COLLEGE

BTEC National Diploma in Graphic design.

UNIVERSITY OF HERTFORDSHIRE

 BA Degree in Graphics and advertising.