



**NATALIE ANN HADWIN**

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**Date of Birth:** 01 January 1991

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**Nationality:** British

**Current Location:** Bahrain

**Marital Status:** Married

**Dependents:** None

#### **September 2019 to October 2020 – Golden Days Nursery and Preschool – School Manager**

- Taking responsibility for ensuring that performance management systems are in place and followed e.g. induction, probation, team meetings and appraisals.
- Ensuring all Ministry requirements are always followed and maintained ready for any unexpected inspection.
- Putting new safety guidelines in place to combat COVID-19 in line with the authorities guidelines; including legal liability documents, the highest standard of sanitation and regimented cleaning schedules.
- Providing excellent customer service to parents.
- Ensuring all records of staff and children are properly maintained and updated.
- Following the Labour Law thoroughly, keeping up to date with any new legislations put in place by the authorities.
- Organising any maintenance or school repairs as necessary and settling payments.
- Ensuring that the curriculum put in place by the Head of Curriculum is always followed at a high standard.
- Maintaining attendance records of children, parents, staff and visitors.
- Control of payroll including leave, monthly salaries and pay slips.
- Making orders of stationary, cleaning products and resources as needed.
- Holding monthly staff meetings to discuss any events/topics for the following month.
- Liaising with PRO regarding visas, medicals etc.
- Booking events at the school e.g school photographs, book fairs, shows etc.
- Placing yearly resource orders for the entire school, keeping to the annual budget put in place.
- Creating and editing class schedules accordingly.

- Preparing contracts, job descriptions and offer letters for employees.
- Liaising with The Ministry of Education/Ministry of Social when necessary.
- Creating annual School Calendars, monthly event calendars and weekly newsletters.
- Proof reading, editing and delivery of school reports.
- Updating the school website as necessary.
- Posting announcements on social media through Facebook and Instagram.
- Ensuring all policies/procedures are maintained and updated, where necessary.
- Control of all petty cash, payments, invoices and payment deadline dates as well as following up outstanding payments.
- Maintaining all staff records and updating accordingly.
- Carrying out interviews for new potential staff members and liaising with the Head of Curriculum, as necessary.
- Organising educational school trips in line with the children's learning; along with transportation.
- Responsible for all related to admissions; liaising with potential enrollments, following up with those that have shown interest and control of the waiting lists. Assigning children to their class as per their age group in line with the British system. Holding tours of the School by appointment. Ensuring that classes are as least disturbed as possible.
- Creating all required documents for each class – allergy lists, birthday lists, registers, toileting records, eating records, nap records and profiles for each child.
- Monitoring the nursery CCTV to ensure the safety of all children, recording any incidents and informing the parents as necessary.
- Management of all photographs taken at school including computer filing and uploading onto social media, if permission is given.
- Creating monthly payment plans for parents in need of financial aid ensuring a non-refundable deposit is paid alongside a contract between parent and school.
- Keeping an inventory of all Oxford Reading Tree Books including books taken home and books returned. Creating a log of all children and their assigned book bands.
- Control of stock of resources, stationary and cleaning supplies, checking, assigning and reordering if needed.
- Responsible for main contact with parents including emails and face to face meetings if necessary.

**Reason for leaving: Unfortunately due to the Pandemic, the school had to close.**

### **PERSONAL STATEMENT:**

- Hard working, fast learner and able to work well under pressure.
- Excellent people, management and conflict resolution skills.
- Maintaining high professional standards with close attention to detail.
- Friendly and have a keen sense of humour.
  - Honest, loyal and dependable.

### **CAREER OBJECTIVE:**

To work in a stimulating environment where I can apply and enhance my knowledge and skill to serve the company to the best of my efforts. To work in association with professional groups who offer me the opportunity for career advancement and professional growth.

### **KEY SKILLS AND COMPETENCIES:**

- The ability to multitask.
- Strong problem-solving, administrative, and organisational skills.
  - Effective communication skills.
- Proficient in all Microsoft Office applications.
  - Exceptional customer service skills.
- Detail-oriented, patient, and empathetic.
  - Excellent time management and work scheduling skills

### **July 2020 to present – Save Veterinary Clinic - Part-time Clinic Manager**

- Using the Cirrus Vet system to its full potential and liaising with the creator in the UK, as needed for any technical issues or enquiries.
- Developing and implementing an effective inventory control system to ensure that necessary office and medical supplies are ordered in a timely manner.
- Scanning and uploading laboratory results onto each client's file on the system.
- Amending documents such as surgical forms, registration forms, hospitalisation forms, euthanasia forms etc and filing accordingly.
- Interviewing suitable office staff candidates and providing training to office employees as needed.
- Supervising office employees to ensure customer service is of a high standard and general practices of the clinic are always carried out correctly.
- Creating contracts with clients for payment plans, if needed.
- Ordering Royal Canin food and liaising with the supplier and authorities to receive the medicinal food in Bahrain.
- Liaising with the Veterinarian for messages/enquiries and repeat prescriptions.
- Receiving and checking orders for the clinic.
- Answering telephone calls in a polite and professional manner.
- Arranging client appointment reminders
- Preparing health, immunisation, and euthanasia certificates as instructed.
- Preparing invoices and obtaining payments from pet owners.
- Preparing employee work schedules and managing the office staff.
- Promptly notifying the appropriate veterinary staff of emergency cases.
- Updating medical records as well as pet owners' contact and billing details.
- Providing educational pamphlets to pet owners with sick or injured pets including before and after surgery information.
- Ensuring that pet owners' complaints are promptly addressed and resolved.

**Reason for leaving: I obtained this job due to my work hours at Golden Days lessening from the Pandemic. Once Golden Days closed in October 2020, I have continued to work at the clinic until I can find full time work. The owner of the vet clinic is also aware of my current situation.**

### **September 2016 to June 2019 - The British Nursery – School Administrator/Manager**

- Controlling the databases for the Nursery.
- Taking new registrations and updating waiting lists.
- Holding tours of the Nursery.
- Drafting letters/emails to parents and distributing.
- Holding petty cash, distributing and logging as needed.
- Organising maintenance and settling payments.
- Control of payroll including leave, monthly salaries and pay slips.
- Stationary/cleaning products monthly orders.
- Organising the Principal's diary and taking minutes of meetings held by the Owner/Principal.
- Creating invoices and following up payments.
- Keeping staff files up to date.
- Organising interviews.
- Liaising with PRO regarding visas, medicals etc.
- Organising events such as photographers, book fairs, shows etc.
- Uploading photos daily for the social media of the nursery and keeping the nursery website up to date.
- Organising parent meeting schedules with teachers.
- Placing yearly resource orders for all classes.
- Editing class routines accordingly.
- General Administration tasks required for the daily running's of the nursery.
- Preparing annual/new contracts for staff.
- Liaising with The Ministry of Education when required.
- Logging of staff attendance.
- Creating annual School Calendars.
- Proof reading and typing up school reports.
- Keeping all policies/procedures up to date within the nursery.
- Monitoring the nursery CCTV to ensure the safety of all children and recording any incidents.
- Uploading all individual photographs of all children onto USB's and selling at the end of the year.

**Reason for leaving: Was employed as Administrative Assistant but was then appointed to Administration Manager without salary increase.**

### **October 2015 to July 2016 (Bahrain) Nonie Coutts Veterinary Clinic - Receptionist**

- Booking appointments for all clinics
- Contacting clients for follow up calls
- Taking cash/credit card payments and balancing the cashbooks
- Holding petty cash
- Inputting lab results onto client files and liaising with doctors regarding results
- Creating invoices for accounts with the clinic
- Sending reminders for out of date vaccinations
- Restocking the clinic pet food/items for sale
- Keeping all client/patient information up to date
- Liaising with doctors for messages/repeat prescriptions
- Contacting local pharmacies to check stock of medicines
- Sending confirmation SMS to clients for appointment reminders
- Maintaining the accuracy of the hospital patients.
- Receiving and checking orders for the clinic.
- Checking the voicemail daily and returning any missed phone calls.
- Forwarding the phone lines after clinic hours.
- Control of boarding facilities, making sure payments are up to date, any requests made are followed
- Taking stock of medicines and ordering accordingly

**Reason for leaving: No Visa/Contract provided.**

**September 2014 to July 2015 (Dubai) GEMS International School – Al Khail – Administrative Receptionist**

- Meeting and greeting potential/current parents of the school
- Receiving a high volume of calls daily and transferring to requested department
- Holding school tours when necessary
  - Collecting documentation for admission process
- Updating database with new contact information
- Keeping a log of all visitors of the school
- Making 100+ follow up calls daily to new registrations
- Managing the waiting list
- Taking payments for admissions/waiting lists
- Organising the food order for the children and taking payments
- Creating invoices for companies
- Handling the petty cash
- Managing the database of all existing students, leavers and new admissions
- Holding tours of the nursery when required
- Job advertising and arranging interviews with the Principal
- Supporting the Administrator Manager when required. • Managing the Principals diary
- Reading, monitoring and responding to the Principal's email
- Attending events/meetings as the Principal's representative
- Preparing papers/presentations for the Principal when required.

**Reason for leaving: Relocation to Bahrain.**

**February 2014 to August 2014 (Dubai) Victory Heights Primary School – Administrative Receptionist**

- Managing the database of all existing students, leavers and new admissions
- Organising transportation with the bus drivers for the children
- Creating invoices for outstanding fees and chasing up payments
- Contacting parents of sick children and logging them into the absence register
- Complete online registers from paper registers taken by the teachers
- Running reports from the database for absent and late children
- Updating of the school communicator daily of school news and upcoming events
- Co-ordinating the bus routes and transportation of all bus children
- Liaising with teachers on a daily basis of any absentees/change in collection/late children
- Updating the contact database for all parents and staff
- Ordering furniture for staff accommodation.

**Reason for leaving: I was under my Father's sponsorship in Dubai. When my Father left Dubai, my employer would not provide a visa sponsorship**

## **April 2013 to February 2014 (Dubai) Emirates British Nursery – Administrator/Administration Manager**

- Maintaining accurate records of all spaces available at the nursery
- Managing the database of all existing students, leavers and new admissions
- Organising transportation with the bus drivers for the children
- Creating invoices for outstanding fees and chasing up payments
- Contacting parents of sick children and logging them into the absence register
- Booking school trips and liaising with parents for transportation and authorisation
- Managing the Principal's diary
- Taking minutes from meetings held by the Principal
- Holding tours of the nursery
- Complete online registers from paper registers taken by the teachers
- Running reports from the database for absent and late children
- Updating of the nursery communicator to keep all parents informed of any changes
- Co-ordinating the bus routes and transportation of all bus children
- Liaising with teachers on a daily basis of any absentees/change in collection/late children
- Updating the contact database for all parents and staff
- Organising outside companies for extra curriculum activities.

**Reason for leaving: Worked for 10 months without labour card which is required by Law in Dubai.**

## **REFERENCES**

### **The British Nursery**

**Principal:** Bernie Rogers

**Location:** Bahrain

**Tel:** +973 176 600 24

**Email:** bernieherbiederbie@hotmail.co.uk

### **Victory Heights Primary School**

**Principal:** Sasha Crabb

**Location:** Dubai

**Tel:** +971 442 311 00

**Email:** principal@vhprimary.com

### **GEMS International School**

**Principal:** Carolyn Parker

**Location:** Dubai

**Tel:** +971 509 439 006

**Email:** [c.parker\\_gis@gemsedu.com](mailto:c.parker_gis@gemsedu.com)

### **Golden Days Nursery and Preschool**

**Owner:** Eman Alfayez

**Location:** Bahrain

**Email:** [eman\\_alfayez@hotmail.com](mailto:eman_alfayez@hotmail.com)

### **Save Veterinary Clinic**

**Owner:** Dr. Ahmed Hassan

**Location:** Bahrain

**Email:** savevetclinic@gmail.com