



The Rehabilitation Network

CURRICULUM VITAE

Jan Osborne

Administration/Executive Business Support

Non-Case Managed Support

Based in North Yorkshire



Qualifications:

RSA English, Typewriting, CLAIT, European Computer Driving Licence and various IT/Administration courses from 1975 to date including Business Link, FSB and other business-related courses.

BSc Therapeutic Counselling; (2006) Diploma in Counselling, (2005) Diploma in Clinical Hypnotherapy. (2013)

Career Summary:

I have provided administration support services to The Rehabilitation Network since 2012. The remit of my support has extended over this time span to include managing non-case managed therapeutic services due to my therapeutic qualifications and background. I also manage the business when the General Manager takes annual leave.

Having been a PA/Secretary/Administrator for over 40 years, the last 9 years have been freelance working with independent clients such as The Rehabilitation Network.

Previously to this I was employed as a PA in various sectors including the public sector notably the NHS, charitable organisations such as Cancer Research and First Key and some blue-chip companies, for example, Land Securities.

I decided to add a professional career alongside my PA work and over a period of six years I qualified as a Therapeutic Counsellor in 2005 and gained a BSc degree in 2006.

I was employed as a Counsellor for just over a year within a busy practice which offered both an Employee Assistance programme and face-to-face work. After this I decided to open my own private practice. Having worked for 10 years as a counsellor as a volunteer and in private practice, I decided to end my counselling career.

Having tasted the freedom associated with private practice as a Counsellor, I decided to launch my own business as a freelance PA, often referred to as a Virtual PA, but waited until both of my children had left home and were established in their own lives before selling my house and launching my own business.

Administration:

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Although it took me a little while to create a business, I have been working as a very successful freelance PA/Administrator for several years now.

My client work is very varied and includes preparing Court reports from audio recordings, credit control, preparing and organising receipts for an Accountant, organising events and assisting clients with business support, even to signpost them to other services. This means I research a specific area of need and present the information in a summary format. I also send emails on behalf of clients and of course, I provide administrative support to The Rehabilitation Network where John Brett (General Manager) and I have worked together for almost seven years to date.

Career History: (pre-2009 can be provided on request).

2012 – present date

The Rehabilitation Network's Administrator

- Providing Executive Business Support to The General Manager of The Rehabilitation Network including full business support and management when out of office or on leave.
- Responsible for running the Case Management database, including case tracking, invoicing, and payroll.
- Experienced in managing therapeutic services and speaking with therapists, handling referrals and monitoring treatment progress.

2010 – present date

Client work within my own business – My Local PA

My current clients include a Clinical Psychologist, a Property Investor and an Accountant

- Providing a professional service for my clients and all of the contacts/clients associated within the business.
- Typing up Court reports – this entails attention to detail and keen accuracy
- Managing the credit control aspect of a client's business.

2009– 2010

PA to an Executive Director within the Strategic Health Authority

- Extensive diary management and organisation of internal and external meetings.
- Collating and distribution of information including Word, Excel and PowerPoint documents.
- Responsible for the organisation of directorate senior team and full team meetings.
- Preparing the agenda and distribution of relevant documents; taking minutes and subsequent circulation.
- I was responsible for the organisation of team 'away days' including the booking of chosen speakers, travel arrangements and refreshments/meals.
- Liaison with other directorates including the Chief Executive's office and other external bodies.
- Working as part of a team. In this role I was in two teams, the PA team and the Directorate team.