

STEPHANIE A. PRIEST

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Office Manager

Team Lead

Studio Coordinator

I LOOK AFTER THE TEAMS WHO LOOK AFTER THE BUSINESS

If you need someone who can keep the office running smoothly, support your team, and improve everyday systems, here's how I can help.

I am a steady, organised, adaptable professional who thrives on looking after people and environments with a practical intelligence built on a diverse, multi-sector experience. This background has grown across business ownership, corporate banking, education, retail and creative media sectors in both the UK and USA.

My strength is seeing how things work - or don't work. Using a practical, Gemba-style approach to systems, processes, and physical spaces, I naturally look for friction, confusion, or unnecessary waste then, I work to fix the problem to make environments user-friendly, streamlined and cost-effective.

I am known for imbuing a genuinely caring and collaborative presence in the workplace, along with an intuitive ability to help people feel supported and able to do their best work.

SKILLSET

- **OPERATIONS:** Project coordination · Resource planning · Supplier liaison · Inventory control · Team coordination · Quality assurance · Budgets · Logistics · Store management
 - **ADMIN:** Diary & time management · Databases · Document handling · Record-keeping · Travel arrangements · Events & conferences · Information compliance · GDPR awareness
 - **PROCESS:** Waste & cost reduction · Efficiency · Streamlining · Workflow mapping · Health & safety awareness · Policy implementation · Creating calm, harmonious environments
 - **COMMUNICATION:** Stakeholder updates · Business client liaison · Clear written & verbal communication · Lectures · Group workshops · Tutorials
 - **PEOPLE:** Onboarding & training · Motivation & mentoring · Pastoral & wellbeing support · Team building · Customer care · Cross-department collaboration
 - **DIGITAL:** WordPress · Email campaigns · Microsoft 365 · Content creation · SEO awareness · YouTube channel · Online courses · **Humane use of AI**
 - **CREATIVITY:** Content design · Storytelling · Visual communication · Branding strategy · Layout design · Marketing · Photography · Graphics · **Awesome PowerPoints!**
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MOST RECENT ROLE: 2023 - 2026

Reception Administrator - National Veterinary Services Ltd, Stoke-on-Trent

Front-of-House: Managed the busy switchboard, acted as the primary contact for all level visitors- and maintained an immaculate 'zen' reception environment.

Conference & Event Facilitating: coordinated boardroom logistics, managed calendar bookings, and client hospitality for internal and external meetings and workshops.

Cost-Saving Initiatives: audited postage habits and identified high special delivery services and cheaper alternatives **saving approximately £2,000 annually** in premium delivery fees.

Operational Sustainability: Streamlined office waste processes by redirecting excessive paper output into secondary scrap use and compliant confidential shredding.

Operations & Cost Optimization: Conducted a ground-up workflow audit of company postage habits; mapped out the ink, stationery, and **employee labor time per letter** to build a case that successfully transitioned accounts to email and **saved £2,000-£4000 annually**.

PREVIOUS ROLES

2022 - 2023	Admin and Front of House agency assignments - Staffordshire & Cheshire Audi, Land Rover, Dairyfields Ltd, JT Blakemans, Carltons Catering
2016 - 2021	Business: Viva Ukulele - Stoke on Trent Group classes, individual coaching, online courses and tutorials
2015 - ongoing	Business: VIP Pet Care - nationwide locations Exclusive, licenced pet-sitting service
2012 - 2016	SEN Learning Support Assistant - Newcastle-under-Lyme College, Staffordshire
2010 - 2012	Administrator - Avalon Blinds, Stoke-on-Trent
2006 - 2010	Lecturer in Media & Photography - Stoke-on-Trent College
2005 - 2006	Business: Carer - Stoke on Trent
2003 - 2005	Full-Time Student: HND Media & Photography:- Staffordshire University
2002 - 2003	Project Assistant - Britannia Building Society, Leek, Staffordshire
2001 - 2002	Housekeeper & Nanny - Beaconsfield, Buckinghamshire
1999 - 2001	Store Manager - The Holiday Shoppe, San Francisco, USA
1997 - 1999	Investment Banking Secretary - Lehman Brothers Inc., London
Pre-1997	Personal Assistant - NatWest Bank plc, Reading, Berks: Showroom Manager - Grosvenor House Interiors, Stoke on Trent Showroom Assistant - SJ Dixon & Son, Stoke on Trent

EDUCATION

- **MA Creative Writing** - In application
- **L5 Dip - Performance Coaching** - Simply Changing Ltd
- **NLP Practitioner** - Stoke-on-Trent College
- **University Cert. in Counselling** - Staffordshire University
- **PTLLS (Teaching qualification)** - Staffordshire University
- **HND Media & Photography** - Staffordshire University
- **Diploma in Office Administration** - Maryhill & Clough Hall 6th Form
- **O Levels - English Language & Literature, Maths, Physics and Art** - Maryhill Comprehensive School

Plus a wide range of CPD and Training gained at a variety of workplaces and self learning

BEYOND THE CV

- 🇬🇧 I love visiting and holidaying in Wales so I thought I'd try learning Welsh. Good job I like a challenge!
- 🏠 At least once a year I go completely off-grid...me, a tent, a one-ring stove and no phone...or straighteners.
- 🎸 Jamming with friends and the occasional open-mic, playing my ukulele and sometimes even singing.
- ⚽ Themed trips influenced by TV and film, this year we did *Ted Lasso's London*.
- 📝 I've applied to do a MA in Creative Writing, to help re-ignite my blog and build an education platform.
- 📖 There is always got a book with me, my friend and I describe ourselves as Mythobiblelectiophiles! My current book is *The Field* by L. McTaggart, exploring the connection between quantum mechanics and consciousness.
- 🙏 I am a qualified Reiki Master.

BUSINESS TESTIMONIALS and CREATIVE PROJECTS: stephaniepriest.com