

CURRICULUM VITAE

Name : Mrs Nicola (Nikki) Dickenson
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Marital Status : Married with one son, aged 15

Personal Profile

Highly experienced, motivated and self-disciplined individual who is capable of both working independently and as a part of a team. Has held jobs at a middle management level, with responsibility for up to 20 direct reports in a call centre environment. An extremely people-focussed individual who always ensures that everyone is treated fairly and consistently. Recognised as a top achiever and rewarded for Service Excellence Awards for Staff Satisfaction Survey for Management Practices and "Best Team" awards at Company Conferences.

EMPLOYMENT HISTORY

Bupa

April 1995 – July 2008 (role closed due to redundancy)

Resourcing Manager : October 2006 – July 2008

Responsible for the planning and forecasting of recruitment for 7 different departments within Call Centre Operations, Personal Sales, across both Staines and Manchester sites. Building and developing working relationships with recruitment agencies and managing associated costs. Ensuring that attrition rates are reduced year on year by implementing significant internal enhancements to recruitment and interview processes, responsible for development of candidate journey and introduction of pre-induction familiarisation days and creation of Welcome Pack to new employees. Working closely with internal Managers to enhance internal recruitment processes and ensure that all Managers are interview accredited and deemed competent in interviewing to adhere to FSA and company standards. First year attrition rates reduced by 32% 2006:2007.

Responsible for the data analysing of absence and attrition figures, and supporting managers in their understanding of the importance of accurate inputting.

Recognised for Service Excellence in BUPA August 2007 for project on Training and Competence agenda.

In addition to the above, supported the company's Quality and Customer Care and Treating Customers Fairly agenda by ensuring all Managers were supported in the development of Documented Procedures, Risk Management, call quality monitoring, and FSA Compliance.

Operations Manager : November 1999 – October 2006

Responsible for the joint creation, development and management of an outbound Telemarketing team (up to 20 members of staff including 2 Team Managers). Ensuring that high levels of productivity were maintained at all times, maximising lead usage and creation of structured working practices and appropriate levels of performance related pay. Working closely with the Sales Management Teams and Sales Advisers in the support of the sales targets and managing a cost centre of c. £300,000. Awarded for Top Staff Satisfaction Survey Results (97.3%) at Sales Conference 2002. and recognised as a Bupa One Life Ambassador in July 2006 for supporting the Company's HR Resourcing agenda

Member Services Adviser/Quality Team Member : April 1995 – November 1999 (part time)

Responsible for advising existing Bupa Private Medical Insurance members of their benefit limits, authorisation of claims, explanation of non-payments and all other related queries. Extremely busy inbound call- centre role, demanding total customer focus, self-motivation and discipline and full product knowledge on the whole range of Bupa insurance products.

Self Employed

January 1992 – April 1995

Word processing services to individuals, companies and Recruitment Agencies, including CVs, presentation documents, university theses etc.

Continued with this business after my son was born in April 1993

BBC

1975 – 1991

Junior Secretary through to Personal Assistant to Heads of Departments. All secretarial and PA responsibilities
Secondment as Recruitment Consultant for all BBC school and college leaver ad-hoc recruitment enquiries, including shortlisting, testing and interviewing. Attendance at schools, colleges and universities.