

Rachel Marland

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Date of Birth: 14 April 1989

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Skills

Enthusiastic and highly organised administrative professional with 10+ years' experience in office management and 3+ years' experience as a paralegal, with transferable skills from both sectors. Possesses a commitment to organisation and attention to detail. On the committee for the BVI Netball Club, and regularly volunteers for PAW BVI and Family Support Network, both of which are non-profit organisations in the BVI. Enjoys getting involved in the community and being able to support organisations working to improve the lives of others.

Experience

November 2019 - PRESENT

Withers BVI – *Office Manager & Paralegal*

Started as Office Manager and Paralegal for Withers BVI. This involves, but is not limited to, the following roles:

- assisting the team when as a Paralegal, including drafting documents and letters, preparing exhibits and bundles for filing, assisting with filing and service of documents;
- assisting with matter opening and engagement formalities for new clients;
- liaising with Court and Registry staff on a regular basis, and monitoring and maintaining accounts for Court Filing, Court Registry and, BVI FSC;
- liaising with clients and other external parties, ensuring to build and maintain relationships;
- assisting the team, including the management and maintenance of their schedules, appointments and travel arrangements;
- generating bills, and monitoring them for payment;
- attending all training necessary, and making sure to keep up to date with new systems/ processes to ensure fully able to support the team;
- maintaining the office, making sure it is safe and secure, that there is sufficient stock, any equipment or furniture that is damaged is repaired or replaced, and making sure the office is presentable to visitors at all times;
- front of house, meeting clients and visitors and welcoming them to the office;
- monitoring BVI regulatory requirements, including annual trade licence renewal requirements.

May 2022- PRESENT

Women's Offshore Network, BVI – *Director and Membership Coordinator*

On the board of Directors for WON BVI, a non-profit organisation aimed at bringing together women who live and work offshore in the British Virgin Islands. Played a key role in organising various professional and social events, encouraging professional development and networking in an

environment which makes a real contribution to the community. Also took over coordinating membership, which saw a significant increase in new members.

June 2011- October 2018

EAM Care Group, Manchester, UK - *Administrative Officer & Office Manager*

Started as Administrative Officer at EAM House (part of the EAM Care Group). Promoted to Office Manager in August 2013 to oversee the smooth operation (and administrative efficiency) of the wider Group businesses. This involved:

- assisting the management team and directors of the Group, including maintenance of their schedules and travel arrangements;
- meeting and interacting with professionals (such as insurance brokers, HR professionals and lawyers) and clients (such as local authority representatives);
- communicating with professionals, clients and patients' families (and their representatives), notably telephone calls, letters, emails and faxes;
- ensuring confidentiality is maintained for clients, professionals and employees in line with the Group's legal requirements and internal policies and procedures;
- building and maintaining relationships with clients and professionals, including handling complaints in accordance with the Group's complaints policies and procedures;
- managing the organisation and running of (and record keeping for) all internal and external meetings and interactions.

January 2006-June 2011

Various employers - *Experience in Sales*

Various sales roles undertaken throughout academia, all of which being client facing.

These roles included:

- being the first point of contact for customers within the branch or store;
- ensuring customers had a positive experience and lasting impression of the store or branch;
- both point of sale and "shop-floor sales", applying various sales techniques to encourage customers to buy additional products and engage with promotions as well as implementing customer service training and problem-solving skills;
- handling monies (cash, cheques and electronic point of sales systems); and
- dealing with customer enquiries, returns and complaints.

Education

2007-2011

Manchester Metropolitan University, Manchester, England - *Law Degree LLB (Hons)*

2005-2007

Cheadle and Marple Sixth Form College, Cheshire, England - *A levels (equivalent to CAPE) - Law, English and Psychology*

2000-2005

The Kingsway School, Cheshire, England - 9 GCSE's A-C (*equivalent to CSEC*),
including Maths and English

Training and Skills

- Nov 2019 - date - Attended various Withers internal training sessions including Assertiveness, Attendance Note and Project Management training. Numerous other courses completed on common computer programmes such as Word, Excel, Zoom, powerpoint.
- Sept 2018 - Succeed in the Workplace Development Course - Open University, England.
- Aug 2018 - English Grammar in Context Advanced Education Course - Open University, England.
- Feb 2018 - The Mental Capacity Act Study Day - Options Training.
- Aug 2017 - Health and safety training - CPR (Cardio Pulmonary Resuscitation).
- Aug 2017 - Health and safety training - AED (Automated External Defibrillator).
- Mar 2013 - Level 2 Certificate in Team Leading - NCFE (Northern Council for Further Education), England.
- Sept 2006 - Level 2 Key Skill in Information Technology - OCR (Oxford, Cambridge and RSA examinations), England.

REFERENCES AVAILABLE ON REQUEST