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| Phone 07717710285 • E-mail [phoebe.vincent@hotmail.co.uk](mailto:phoebe.vincent@hotmail.co.uk) |

Phoebe Vincent

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| Work experience | |
|  | February 2015 – August 2015 Toronto 2015  C3 Manager, Venue Management and Event Services   * Built a team of one deputy manager, three coordinators and three associates. * Developed and delivered the volunteer-led Venue Communications Centre model for the Games, operational at 38 venues across the Games footprint. * Designed and project-managed the delivery of role-specific training to 350 volunteers. * Developed and rolled-out the Games-Time reporting structures. * Delivered radio protocol training across the organisation and championed C3 (Command, Coordination and Communication) principles. * Delivered operational readiness exercises for Venue Management and was part of the team that delivered organisation-wide Venue Simulations to 800+ staff. * Developed Games-Time policies and procedures. * Designed and maintained the Functional Command Centre (FCC) schedule for Venue Management, ensuring 24/7 on-call and operational cover for 102 days during the build and Games-Time periods. * During Games-Time, project-managed and ran the Venue Management FCC in the TO2015 Main Operations Centre.   June 2013 – September 2014 Royal Collection Trust  Duty Manager, Buckingham Palace Summer Opening   * Responsible for overseeing the day-to-day operational running of Summer Opening. * Managed the smooth running of Private Evening Tours. * Managed the Operations Supervisors and Team Leaders with their day-to-day duties as required and supported the Team Leaders with any problems which arose including any disputes or concerns with visitors as and when required. * Prepared and delivered a comprehensive daily briefing and end of day report. * Responsible for ensuring that the visitor route was safe and that the agreed standards of presentation and visitor care were being achieved. * Played a leading role in all Summer Opening training days. * Contributed to the development of emergency and evacuation procedures and responsible for taking the leading role in any emergencies that might occur when on duty. * Acted as Duty Manager at the Coronation Festival in 2013.   January 2014 – May 2014 Royal Collection Trust  Deputy Visitor Services Manager, Windsor Castle   * Acted as duty manager on a rota basis, overseeing the day-to-day running of the visitor services operation. * Assisted with the annual volume recruitment campaign for seasonal front line staff. * Led on a large-scale project in the Admissions Centre, involving contractor management, risk registers and compliance, creation of procedure notes and staff training.   March 2013 – April 2013 Southbank Centre  Customer Relations Officer   * Two month fixed-term contract, handling customer feedback and enquiries, social media, refunds, re-seats and event amendment communications. * Use of Tessitura database and SagePay and TNS Pay payment systems.   November 2012 – January 2013 PWR Events  Customer Services Manager, Winter Wonderland   * Handled face to face, email, telephone and paper customer feedback and answered general enquiries by email. * Established and maintained a site-wide lost property system. * Analysed trends in feedback and reported back to the event management team as necessary. * Assisted with medical incidents and lost child calls in a customer services role and used event logs and CCTV to investigate and resolve customer services issues. * Line management of two assistant customer services managers and the concierge lounge manager.   April 2012 – September 2012 London 2012  Venue Communications Centre Manager, Horse Guards Parade and Olympic Park   * Project management for successful set up and delivery of the Venue Communications Centre for one of London 2012’s most iconic venues. * Line management of a team of two paid staff and training, development and motivation of a team of 20 volunteer Gamesmakers. * Day to day management of the VCC during Games-time on an extensive shift roster, managing all radio communications on site, leading the volunteer team, attending daily briefings, debriefs and submitting daily reports, responding to incidents and taking part in incident response. * During the Paralympics, on call as roaming VCC manager and relief manager for the VCC at the Park Operations Centre on the Olympic Park.   June 2011 – June 2011 PWR Events  Front of House Manager, Hampton Court Palace Festival   * Face to face and radio liaison with security stewards, palace warders and other members of production team to ensure smooth running of 3000 seat auditorium in an historic setting at a two week music festival.   October 2010 – April 2012 Alzheimer’s Society  Commemorative Giving Officer   * Responsible for excellent levels of supporter care of donors who give in memory, many of whom are recently bereaved * Project managed from outset to completion warm direct marketing campaigns and subsequent fulfilment and donor stewardship. * Developed online presence for products, including Google AdWords pay per click campaigns and SEO optimisation.   March 2008 – September 2010 National Trust, Chartwell  Visitor Services Manager   * Design and delivery of annual engagement events programme at three properties, including a Battle of Britain memorial concert with the RAF Central Band, car rallies and markets. * Staff briefings, de-briefings and evaluation of events programme. * Management of a department of 30 full-time staff, seasonal staff, casual staff and volunteers – all recruitment, training and coaching and development; in-house HR (appraisals, absence recording, disciplinary procedures, leave). * Effective duty management of Chartwell working closely alongside other heads of department. * Spokesperson for National Trust across all media, including radio and television; representing the Trust at networking events and both internal and external meetings and presentations. * Budget holder. * First aider for an extremely busy and multi-faceted staff and visitor environment.   August 2007 – March 2008 English Heritage, Eltham Palace  Visitor Operations Manager   * Managed, trained and developed a team of fifteen staff and fifteen volunteers, all of whom were expected to sell membership and provide first class visitor information.   December 2006 – August 2007 English Heritage, Bolsover Castle  Acting Visitor Operations Manager   * Managed site operations at Bolsover Castle and Hardwick Old Hall in Derbyshire. * Responsible for planning and delivery of both in-house and third party events, including the Derbyshire Food and Drink Fair. * Enjoyed close working links with the Hospitality Manager in delivering and developing highly successful hospitality business. * Designed and delivered regional training conference. * Managed a team of fifteen staff and fourteen volunteers.   November 2005 – December 2006 English Heritage, Kirby Hall  Visitor Operations Site Supervisor   * Responsible for site operations, marketing and health and safety; direct line management of five staff and staffing of four properties; site budget, including ordering of retail stock, staff expenses and other site operational costs. * Worked on the East Territory’s core events team at major events, and with the Hospitality Department to establish a hospitality business at the property. Set up field retail, membership and information stands at third party events and local shows.   July 2004 – November 2005 English Heritage, East of England  Visitor Operations Team Member |
| volunteer work and other roles | |
|  | July 2009 – present British Red Cross  Communications team volunteer and enhanced first aider   * Radio operator, allocator and controller in the field at events and in the London operations room. * Proficient user of radio handsets and vehicle radios, PTT mobiles, Airwave system, dispatch systems and paging systems. * Trainer and mentor for new comms team volunteers.   August 2011 – August 2011 Pride in Brighton  Volunteer ELT Manager   * Pride representative on the emergency liaison team and member of the Pride command and control team.   July 2011 – present  Event control   * Event control manager for the Reading Half Marathon 2014 (Sweatshop Events), Tough Mudder and Boomtown Festival 2013. * Medical control manager for Royal Windsor Horse Show, Run Hackney Half Marathon and MoonWalk (Location Medical Services). * Bronze radio controller at Hyde Park Race for Life, Bournemouth Air Festival and the Liberal Democrats Autumn Conference in Birmingham (SPA Security and Events). * Extensive operational experience in bronze control teams, liaising with event managers, police, ambulance services, fire and rescue and coastguard – logging, collating, prioritising and reporting information. |
| Education | |
|  | September 2004 – June 2007 University of East Anglia   * BA(Mus) – First Class Honours   September 2002 – June 2004 Dereham Sixth Form College   * *A2 levels: Maths (A); German (A) Government and Politics (A)* * *AS levels: Music (A); Business Studies (A)*   July 1998 – June 2002 Litcham High School   * *GCSEs: English (A\*); English Literature (A\*); Maths (A\*); Double Science (A\*A\*); French (A\*); German (A\*); Geography (A\*); History (A\*); Music (A\*)* * *ABRSM Grade 8 Clarinet; ABRSM Grade 5 Music Theory (Distinction)* |
| Other Information | |
|  | CRB checked; enhanced skills first aider; full driving licence. Proficient in MS Office, including Excel, Access and Publisher; SQL database; Internet Explorer and website building tools; Facebook, Twitter and LinkedIn for business; Tessitura; SagePay; Ladybridge CAD system; in-house financial reporting systems, marketing templates and events databases. Good conversational German and basic French. Musician and confident public speaker. References for all positions and activities available upon request. |