

## Academic Qualifications

**Graduate Diploma in Law** (ongoing) – BPP University, London

**MA Politics** Merit (68%) – University of Essex

**BSc Economics (Honours)** 2:2 (58%) – University of Essex

## Recent Employment

11/11 – ongoing **Senior Caseworker** University of Essex Students' Union Advice Centre, Colchester

- I lead the most difficult, complex, or unusual cases, providing quality advice in several areas.
- Working to external regulations and legislation and a variety of internal regulations; ensuring their comprehension and clear communication; advising senior management and acting as a point of technical reference in regards to the above.
- Working with in-country Tier 4 student visa renewals and dependant renewals, administration of the Batch scheme, and visa workshops. I also provide initial guidance on tiers 1, 2 and 5.
- Responsible for recruitment, training, evaluation, appraisal, supervising, support and general pastoral development of a successful team of Senior Advisers, caseworkers and all volunteers.
- I compile and develop resources and procedures for training and to improve advice service provision.
- I manage the day-to-day practicalities of office life, including administrative duties and go-to support.

**Assistant Manager** Essex Law Clinic

- I perform client triage to evaluate which individuals we can assist and which require referral.
- I liaise with solicitors to broaden our reach and I assist in the development of the Essex Law Clinic and its development into an academic module and broader service, including a Southend-on-Sea Business and Law Clinic branch.
- I provide general administrative and organisational support, including minute taking.

08/11 – 11/11 **Welfare Adviser** University College London Union Rights & Advice Centre, London

- Providing intensive support during the busiest period of the year; managing an autonomous case-load, focusing primarily on complex academic procedures, offences, and appeals; BR1 and BR2 work permits, Tier 1, Tier 2 and Tier 4 visa renewals and initial visa applications from outside the UK.
- I gave in-depth support and advice, requiring a thorough and detailed approach and reliable research skills to guide students through their options and help them decide on a course of action.

05/11 – 08/11 **Policy & Communications Intern** Essex County Council, Chelmsford  
*Policy, Community Regeneration & Planning | Communications*

- I co-led the mapping out the 2011/2012 Corporate Vision review and performed key research, steering internal focus groups, comparing key statistics for Essex over a decade, working with forecasts to align local policies with government plans.
- I updated the intranet to engage staff to combat "silos" and improve inter-departmental communication.
- I set up workshops, led discussions and feedback collection. I researched key areas of the project.
- Researching aspects of communication strategy and implementing changes to EssexWorks magazine and Council communication.

11/10 – 04/11 **Advocacy Officer** University Campus Suffolk, Ipswich

- I launched the advice service as the only welfare member of staff, creating a system of structure and resources to ensure consistency and, including the creation of a database and case-sheets for future advisors to work from.
- I represented students of all ages & backgrounds in serious appeals, professional unsuitability cases, and professional misconduct; helping students write and submit statements & guiding them through the policies & procedures. I successfully represented a student in the first Joint Appeals Committee.
- Guiding clients through highly complex processes and different stages up to OIA level.
- I submitted an Academic Concerns Report to the University which led to an overhaul of their approach.

- 01/11 – **Casework Assistant** with Bob Russell MP, Colchester
- 05/11
- Researching constituent issues for parliamentary level follow-up, writing letters to individuals, ministers, local and national companies, and working with electoral data and campaigns;
  - Writing parliamentary questions, drafting early day motions, organising invitations and diary.
- 10/09 – **Senior Adviser** University of Essex Students' Union Advice Centre, Colchester
- 10/10
- Working within a busy environment to manage volunteers, schedules and my own workload.
  - Keeping up-to-date on relevant immigration forms and constantly changing regulations.
  - Becoming very familiar with the UKCISA (UK Council for International Student Affairs) manual, policy guidance, and all relevant forms and support material.
  - Leading workshops, compiling support resources, internal and external materials; working independently when required in order to resolve queries and provide the best quality of service.
- 06/09 – **Features Editor** the|Rabbit Newspaper, University of Essex Students' Union
- 02/10
- Greater creative control over written content of a particular section.
  - I attended a variety of training days and relevant industry events.
- 06/08 – **Editor-in-Chief** the|Rabbit Newspaper, University of Essex Students' Union
- 06/09
- Managing and editing the production of a 28-page fortnightly paper and its printing.
  - Managing a team of 50+ people, resolving conflicts and building a productive work environment.
  - Redesigning the layout; continued print and web design work; development of the publication
- 06/07 – **Marketing assistant** University of Essex Students' Union Marketing Department
- 05/11
- Producing quality designs to brief, within strict deadlines and for a variety of clients.
  - Managing a team of new designers, including delegating the workload and teaching.
  - Sending materials to print, liaising with external companies, sponsors, and designers.
  - Working with corporate, commercial, and non-commercial services clients; students, external clients and organisations, and the University.
  - Striving towards an overall accessible, interactive, and engaging marketing approach.
- 06/07 – **Station Manager** RED Radio - 1404 AM, University of Essex Students' Union
- 06/08
- Managing a main team of 13 people, and a membership of 30+ DJs.
  - Devising a strategy for increasing listenership and quality of broadcast.
  - Designing/maintaining the website and managing marketing materials.

## Training

- 2014 Nov | **Essex Police** Hate Incident Reporting Centre / Hate Crime Ambassador
- 2014 Aug | **University of Essex** Equality and Diversity Essentials Recruitment and Selection Essentials
- 2014 May | **Shelter - Housing Charity** Student Housing Advice Training
- 2014 | **ACAS Disciplinary Training** Advisory, Conciliation and Arbitration Service (ACAS)
- 2014 | **Student Housing Advice** Shelter UK
- 2013/14 | **Basic advisory skills; Making a Tier 4 Application; Tier 4 Appeals; Students' Dependants; Work options after study (Tier 1, 2, 5); UKCISA Conference 2013; UKCISA Conference 2014** - UK Council for International Student Affairs (UKCISA)
- 2012 | **Advanced LexisLibrary Online Research Certification** LexisNexis
- 2011 | **Personal Positive Impact; Influence and Persuasion** - Essex County Council
- 2009 | **Advisor Training in independence, impartiality and confidentiality; Wroses Databases; Customer Service; and Time Management (and refresher training in 2010)** - University of Essex Students' Union

## Elected Positions (at the University of Essex)

- 2009 – 2010 | **MA Course and Year Representative** Departmental Representative
- 2009 – 2010 | **Member of Welfare Committee** Welfare Committee and Council Representative
- 2007 – 2009 | **A variety of other roles within** Union Council and the University of Essex