

Gary White

Supervisor

AREAS OF EXPERTISE

Monitoring performance

Manpower scheduling

Customer service

Team morale

Marketing

Delegating tasks

Decision making

PROFESSIONAL

*Level 2 Introductory
Certificate in Team
Leading (CMI)*

PERSONAL SKILLS

Organising

*Natural leadership
skills*

Communication

PERSONAL DETAILS

*Gary White
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DOB: 12/09/1985

Driving license: Yes

Nationality: British

PERSONAL SUMMARY

A results driven, self-motivated and resourceful supervisor with a successful track record of building and maintaining great teams or workers and of communicate effectively with all staff. Highly organised, energetic and flexible with leadership qualities which have been exercised through experience. Having a proven track record of meet KPI's and motivating staff to work together to achieve targets and improve efficiency.

Keen to find a challenging position within a successful and dynamic organisation where I will be able to continue to develop my supervisory skills.

WORK EXPERIENCE

Council Office – Coventry

SUPERVISOR June 2008 - Present

Working as part of a team and responsible for work assignments/rotations, staff training, staff vacations, staff breaks, overtime assignment and arranging back-up for absent employees.

Duties:

- Supervising the day to day activities of a team of 8 staff.
- Driving operational efficiencies, raising customer service levels & cutting costs.
- Organising work load, allocating tasks, tasking team on a daily basis.
- Managing team and individual performance.
- Ensuring all administrative records are completed accurately.
- Ensure professionalism & high quality is continually maintained.
- Preparation of relevant reports and documents for senior managers.
- Identifying areas of the business where improvements can be made.
- Developing policies to create and maximise performance.
- Scheduling staffing levels, planning for holiday and weekend cover.
- Monitoring staff attendance and performance levels.
- Opening and closing the office premises.
- Involved in the recruitment & interviewing of new staff.
- Training of new staff & identifying training requirements of existing staff.
- Ensuring compliance with all relevant health and safety guidelines.

KEY SKILLS AND COMPETENCIES

- Having a proven ability to plan, organise and control activities & staff.
- Ability to work under pressure and to targets.
- Disciplined approach & strong/effective communicator at all levels.
- Able to manage available resource to maximise productivity and efficiency.
- Having the ability to motivate people.
- Possessing a responsible attitude and also calm under pressure.

ACADEMIC QUALIFICATIONS

Practice Administration FdA - (Foundation degree)

Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

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