

Rachel Linton

Contact

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Education

The Ravensbourne School Sixth Form

Level 3 Extended Diploma in Health and Social Care, With Grade Distinction* Distinction* Distinction (Equivalent to A*,A*,A)

The Ravensbourne Secondary School

9 GCSE's at an A-C grade including English, Maths and Science

Key Skills

Organisation

Time management

Adaptable

Collaboration

Attention to detail

Computer literacy

Excel, Word and Powerpoint

Outlook and Teams

Typing speed of 55wpm

Communication

Fast learner or processes and systems quickly

System Experience

EMIS

DOCMAN

EPG

ACCLINK

UPM

UAT

WORKLOW/HARTLINK

Professional Summary

I am a reliable and enthusiastic individual, with over 9 years administration experience. I manage my time efficiently to reach deadlines. I take pride in my work, keeping myself and my workflow organised. I strive to work well under pressure, working with high volumes whilst keeping a high level of accuracy. I am dedicated to continuous improvement and am eager to learn from others and my own experiences, whilst also supporting other members of staff.

Work Experience

January 2023 – Present

Scheme Payroll Administrator - Capita Pension Solutions

- Taking responsibility for the quality and accuracy of payroll administration and reconciliation for designated schemes data
- Process payrolls in accordance with payroll cut off schedule keeping within agreed SLA's
- Review large amounts of data whilst processing payrolls raising and amending of any errors, referring when necessary
- Reconciling bank statements and cheques
- Amending personal details on the in-house system, such as tax code, bank details and NI numbers
- Corresponding with members via email and post regarding pay queries
- Inputting and collating information from Excel for audit and MI purposes
- Communicating with the internal and external stakeholders
- Ensure PAYE reconciliations are completed monthly in preparation for EOY submissions

January 2019 – December 2022

Senior Electronic Document Administrator – Pension Protection Fund

- Using IQM reports to monitor workflow, accuracy, and time management of the team to ensure SLAs are met which was supported by managing the team Rota
- Take lead on testing for the team, including creating and maintaining test packs
- Corresponding with members and third parties via letter, email and telephone
- Managing 6 shared mailboxes (2 internal and 4 external)
- Reviewing and reconciling inbound cheques, ensuring they are processed accurately
- Communicating with internal and external stakeholders, raising issues, arranging documentation for quarterly meetings via the telephone and email
- Training new team members, creating training guides and handouts
- Raising any issues and improvements for systems and processes
- Writing and reviewing process and procedure guides
- Being involved in recruitment, reviewing CVs, conducting interviews, and providing feedback to the recruitment team
- Answering calls from the Contact Centre regarding postal and email referrals and general enquiries, providing information clearly and concisely

August 2015 – January 2019

Senior Electronic Document Administrator – Pension Protection Fund

- Setting up and allocating processes to the pension administration teams, ensuring all correspondence is read thoroughly and the appropriate processes are set up
- Communicating with the administration, scheme delivery and complaints team in relation to cases
- Maintaining and creating excel spreadsheets containing information on the daily inbound and outbound items of post also using this to calculate the averages for the month using excel 'auto sums'
- Working towards daily SLA targets set
- Adhering to the ID&V processes set out for processes, this varied per process/dependant on how the item was received.
- Running administration processes such as Change of personal details, Change of beneficiaries and Data Edits.
- Sending bulk mailings to members using Mailchimp then using excel to store reports on these figures
- Responding to member queries using prepopulated templates or with case by case wording to members via email and post.

September 2014 – August 2015

Prescription Clerk/Administrator – Charterhouse Doctors Surgery

- Processing prescriptions by selecting from a list of medications, ensuring that this was done accurately.
- Communicating to the clients that the prescriptions were complete, via telephone and face to face. Ensuring that if they were not ready by the date agreed by the doctor that I would inform the patient in a timely manner.
- Writing referral letters by audio typing, copy typing and free writing from notes left on the medical records.