

Jackie Allen: freelance arts admin

Summary

- Experienced in small and medium scale event development and management.
- Practical skills in leading successful projects both in formal employment as an amateur in the folk/roots arena.
- Unique perspective from background as both organiser and practitioner.
- Strong administration skills gained in arts, public and private sectors.

Work experience

Tourism Development Assistant / Conference Desk Co-ordinator

Jun-98 to present Tourism Development,
Milton Keynes Council, Saxon Court ,
502 Avebury Boulevard, Milton Keynes

- Responsible for the day-to-day running of the Milton Keynes Conference Desk which exists to assist customers wishing to place conferences, meetings, exhibitions, events, corporate activities etc. in Milton Keynes and surrounding areas.
- Recruitment of new venues ranging from 4* Hotels to Community facilities.
- Marketing the Conference Desk including exhibiting at trade shows such as Confex, Creme and Confer. Organising the Milton Keynes Conference and Meetings Exhibition, advertising, mail shots and local networking.
- Co-ordination and delivery of familiarisation visits for clients to venues represented by the Conference Desk.
- Maintenance of client database and matching of client enquiries to suitable venues including negotiation of rates.
- Recent achievements include:
 - Production of a high quality Meetings and Conference Guide for Milton Keynes on a self-financing basis. Promoted this through a successful Press Launch and the introduction of the first Milton Keynes Conference and Meetings Exhibition which will now become an annual event.
 - Initiated and formed a joint Working Party between the Council and member venues in order to work more closely and effectively together.
 - Attained high levels of customer satisfaction – 82% of the customers rated the service as ‘excellent’.
 - Improved the administrative systems including the development of a new computer booking system in conjunction with the Council’s IT

Department.

- Raised levels of awareness of the service through editorial in local newspapers, trade press, membership of the Chamber of Commerce and networking with local businesses.
- Introduced monthly statistical reports and a quarterly Newsletter for members.

Trust Secretary & Administrator

Mar-94 to Jun-98 Arts Workshop Trust Ltd, The Courtyard Arts Centre, Parklands, Great Linford, Milton Keynes

- Responsible for secretarial and administrative support to the Workshop Trusts' three Milton Keynes community arts centres. Developed publicity and marketing materials, and supported for grant applications and sponsorship initiatives. Provided secretarial duties to the Board of Trustees.
- Planned the running of events including exhibitions, courses, drop-in sessions to include liaison with artists, tutors and volunteers. Worked with project partners including members of the local community to organise the Waterside Festival, a major community festival held annually in collaboration with the Parks Trust.

Clerical Officer / Personnel Assistant

Jun-93 to Mar-94 Housing Department, Milton Keynes Borough Council

- Front line reception duties in a local housing office and associated clerical duties with the Maintenance and Repairs department. Seconded as a Personnel Assistant to the Council's Central Personnel Office to cover maternity leave.

Director's Assistant / Clerical Supervisor

Jun-89 to May-93 Vickers Precision Components, Shrewsbury

- Supervised the Production Engineering clerical team in a major engineering company, including line management duties. Personal Assistant to company director.

Personnel Clerk / Benefit Clerk

Mar-87 to Mar-89 Department of Employment, Shropshire Area Office,

- Processed unemployment claims, later moving to the Area Office and handling staffing issues, training needs and the production of Shropshire area statistics.

Branch Cashier / Clerk

Dec-82 to Mar-87 National Westminster Bank plc, Cheshire & Shropshire

- Provided support to the Central Stationery Department including invoicing and keeping accounts. Subsequently cashiered in a busy Branch and provided secretarial and administrative duties including audio typing.

Relevant training

National Foundation Programme in Arts Management (1996)