**Katie Ryan**

[katieryanfst@gmail.com](mailto:katieryanfst@gmail.com)   
07563897704

**Personal Profile**

I am a creative out of the box thinker with 10 years’ experience as a senior manager in the charity and social enterprise sector. I am flexible with a range of transferable skills this has enabled me to work across all areas of the charity. I have good leadership skills and work well with people from a range of different backgrounds. I have a proven track record in developing people with both in-house and accredited training. I am a great communicator and can think at a strategic senior level.

I am interested in working in a variety of different areas including training and development, community pub management, community projects, Event management, content creation including photography, social enterprise and the charity sector. I have experience in working with vulnerable adults (18+) from a range of disadvantaged backgrounds including mental health problems, forensic histories, learning disabilities, drug and alcohol recovery and ex-offenders. I would be interested in also working with young people in any of those areas.

**Core Skills**

* Strong Senior leadership skills.
* Great at multitasking.
* Event Management.
* Strong numeric and literacy skills.
* Works well under pressure
* Can meet stringent targets.
* High level of customer service skills.
* Training and development
* Photography / Photo editing.

**Digital Key Skills**

I am highly proficient in the following:

* Microsoft office packages: Word, PowerPoint, Outlook, Excel
* Zoom and Microsoft Teams
* Adobe Photo-shop | Adobe Premiere Video editing, Adobe InDesign, Adobe Lightroom, Adobe Spark.
* CapCut Video editing and Filming
* Photography
* Canva
* WordPress website design and content management.
* Social media marketing and content creation
* Email Newsletter design / marketing
* Typing speed of over 60 WPM

**Qualifications/ Achievements**

**Personal Licence Course for the sale of alcohol Aug 2021**

I studied and completed my personal licence course with the national hospitality  
academy and was issued my personal licence by Thurrock Council.

**Level 2 and Level 3 Food Safety Nov 2018**I completed and passed both level 2 and level 3 in Food safety. I have also trained   
others at Level 2 to complete and pass.

**Full UK Driving Licence**

**Employment History**

**First Step Trust - Southern Regional manager 2012-Current**

First Step Trust is a mental health charity that works with its benefactors directly providing employability skills, work placements and on the job training. Working with vulnerable adults (18 +) who have mental health problems, learning disabilities, a history of offending and drug and alcohol dependency across London. Using the Social Enterprise Model FST provides work placements in Garage Motor Mechanics, Catering, Finance, Customer Service and Admin.

I initially started working with FST as a freelancer doing digital marketing and events management over the last 10 years I have worked in all areas of the Charity and I am now their Southern Regional Manager heading up their Lambeth projects.

**Key responsibilities**

* Oversee and manage all Lambeth projects SMaRT garages, Abbevilles Restaurant. Gardening project
* Manage and support all staff across Lambeth projects, including hiring and training new staff, manage staff workloads, annual leave, supervisions, staff training and disciplinaries’
* Manage finances for Lambeth projects, budget reports, petty cash and supplier invoices.
* Report KPIs to key stakeholders and the FST Board.
* Produce and achieve funder outcomes to gain year to year funding for Lambeth projects.
* Represent FST to the local community and community projects highlighting what FST has to offer and find new ways to increase referrals to our services.
* Meet with key stakeholders at a senior management level to implement and deliver on the overall strategies for the borough of Lambeth as a third sector partner.
* Implementing and delivering the training strategy for volunteers.

**General Manager (FST) Abbevilles restaurants 2018 – to present**

I took over Abbevilles in 2018 to fix key issues within the restaurant and to get the restaurant running at full capacity. The restaurant had become dilapidated. In early 2019 the manager retired, and I was asked to oversee the general management of the restaurant.

**Key responsibilities**

* Reduce costs and implement cost controls.
* Connect with local suppliers for produce.
* Set up stock management controls.
* Increase workforce engagement and produce outcomes with real qualifications and high standard of training.
* Implement food safety measures including HACCP plans and risk assessments.
* Refurbish and rebrand the restaurant.
* Organise and host events for the venue.
* Menu planning which included costing sheets, sourcing suppliers, sourcing equipment.

**Head of Marketing, events and promotions for (FST)**

I have headed up the marketing and promotions of FST and their initiatives Abbevilles, SMaRT garage services, SMaRT women, Owen, Driving ambition and Trading places.

**Key responsibilities**

* Design all marketing materials for the Trust including flyers, promotional videos, posters, newsletters, logos, signage and branding.
* Design and maintain the First Step Trust Website <http://www.firststeptrust.org.uk>
* Organise large scale formal events including Black tie dinners and fundraising events.
* Set up and organise event stalls at Car shows, Trade events, and local community events. representing FST and their social enterprises.
* Content creation for Social Media Platforms
* Design, deliver and manage the Driving Ambition programme that provides theory training and practical driving lessons for people with disadvantages.
* Work with, train and manage volunteers in marketing and promotions.

**Freelancer 2009-2016**

In 2009 I started to work in the events and promotions for a number of nightclubs across London, during this period I also did social media marketing for a number of clients in the Urban industry. I worked with award winning lifestyle magazine In-spire LS heading up their marketing and design. I also ran a number of successful club nights, live music events and launch events.

**Key responsibilities**

* Use social media platforms to promote clients and events to the wider audience
* Connect brands to models and artists
* Design websites and marketing materials for clients
* Set up and co-ordinate events sourcing artists, hosts and entertainers.
* Promote club nights and events across London
* Attend launches and events on behalf of my clients.

**Phoenix Trading Ltd - Aug 2005 – July 2011 Customer Service Administrator** Phoenix Trading was a greeting card company that operated through direct sales to independent

Phoenix traders.

**Hospitality experience 2001-2008**

**Edwards Bar – Weekend Bar Staff member and Kitchen supervisor -** Cook and prepare food for the venue’s customers, serve beverages to the bars customers during its busy periods (Weekends).

**The George & Dragon Public House – Assistant Manager** – Oversee and manage the day-to-day running’s of the pub. Manage staff rotas, deliveries and finances.

**The Litten Tree Public House Assistant Manager**– Oversee and manage the day-to-day running’s of the pub. Manage staff rotas, deliveries and finances.

**McDonald’s Shift Manager –** Manage and oversee the day-to-day running’s of McDonalds Letchworth.

**Interests**

My personal development I am currently being mentored by retired BP International executive Andrew Milnes and I do life coaching with Women Who Slay. I love photography I am a complete movie geek and having no dependents I enjoy spending time with my Nieces, Nephews and Godchildren. I love gadgets, current affairs and the arts. I am passionate about the social enterprise model and the great things that business model does for the local and wider communities.

**References available on request**