

Ellie Woodhouse

Administrative Assistant

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Administrative assistant with just over a year of experience supporting busy teams in professional services. Currently handling diary management, client correspondence, and office coordination for a team of 14 solicitors. Good with systems — I taught myself the firm's case management software in my first week and now train new starters on it.

EXPERIENCE

Administrative Assistant, Browne Jacobson LLP, Nottingham Mar 2024 – Present

Provide administrative support to 14 solicitors across the real estate and planning team.

- Manage diaries and schedule **40+ client meetings per week** across 3 partners and 11 associates
- Handle incoming client calls and emails — process around **80 enquiries per day** and route to the right fee earner
- Prepare completion statements, Land Registry forms, and **contract packs for 15-20 transactions per month**
- Trained **3 new admin staff** on the firm's iManage document management system

Office Administrator (Temp), Nottingham City Council, Nottingham Jun 2023 – Feb 2024

Temporary role covering maternity leave in the housing services department.

- Processed **120+ housing benefit applications per week** using the Civica revenues system
- Managed the team's shared inbox and flagged urgent cases to the **3 casework managers**
- Created a spreadsheet tracker for outstanding applications that reduced the backlog by **30% in 2 months**

EDUCATION

BA (Hons) in Business Management, Nottingham Trent University, Nottingham Sep 2020 – Jun 2023

Upper Second Class Honours. Completed modules in operations management, business communication, and organisational behaviour.

SKILLS

Microsoft Office (Word, Excel, Outlook, PowerPoint), Diary & Calendar Management, Minute Taking, iManage Document Management, Data Entry & Filing, Client Reception & Telephone Handling, Travel & Expense Booking, Typing (75 wpm), Mail Merge & Templates, Basic Bookkeeping

CERTIFICATIONS

Level 3 Diploma in Business Administration, City & Guilds Sep 2023 – Jun 2024

LANGUAGES

English (native), Polish (conversational)

PROJECTS

Document Management Training Programme – Browne Jacobson Sep 2024 – Dec 2024

Created a training guide and ran onboarding sessions for new admin hires on iManage.

- Wrote a **15-page quick-start guide** with screenshots covering the most common tasks
- Trained **3 new starters** — all were fully operational within their first week instead of the usual two

Housing Benefit Backlog Reduction – Nottingham City Council Aug 2023 – Dec 2023

Built a tracking system to manage and prioritise outstanding housing benefit applications.

- Created an Excel tracker with **conditional formatting and pivot tables** to highlight overdue cases
- Helped reduce the application backlog by **30% in 2 months**

REFERENCES

Fiona Marsh, Real Estate Team Secretary Supervisor, Browne Jacobson LLP, fiona.marsh@brownejacobson.com, +44 7700 900 103

Kevin Okafor, Housing Services Manager, Nottingham City Council, kevin.okafor@nottinghamcity.gov.uk, +44 7700 900 257

EXTRA CURRICULAR ACTIVITY

Volunteer – Framework Housing Association

Sep 2022

Help with admin tasks at a Nottingham homelessness charity — filing, data entry, and sorting donations. Volunteer 4 hours per week.