

Rebecca Bostock – Virtual Satsuma Ltd

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Professional Profile

Before starting Virtual Satsuma, I was a qualified School Business Manager, working in both primary and secondary schools in the Midlands. A School Business Manager line manages all associate staff and responsibilities in a school, such as Human Resources, Finance, ICT, Site Management and Health and Safety. I had overall responsibilities for all non-teaching operations and staff within the school.

In November 2017, I set up Virtual Satsuma through a desire and an opportunity to work for myself. As a virtual assistant, I provide a variety of administrative services to client virtually, from email management and calendar scheduling to social media posting.

As an experienced administrator of 30 years, combined with skills and job experiences through my career I consider myself to be a qualified, motivated, and intuitive virtual assistant. I am not afraid of a challenge and can adapt very easily to working with new clients.

Work Experience

Dates	Employer	Role	Responsibilities
November 2017 – Present	Virtual Satsuma Ltd	Owner Director	Setting up and operating a Virtual Assistant Business – providing Virtual Support to a variety of clients.
March 2018 – Present	Jinstar Education Group	Owner Director	Setting up an online teaching company, teaching students in China. Setting up the business, recruiting teachers, creating curriculum plans and resources, designing teaching resources, operations, scheduling, and timetabling.
January 2017 – February 2018	New Beacon Group, Beaconside, Stafford	Head of Business Development	Management of strategic projects to re-open the Beaconside site. Main priority is setting up an Independent School, submission to DfE and all associated tasks in line with opening an independent school.
March 2016 – January 2017	Derby Manufacturing UTC, Locomotive Way, Derby	UTC Business Manager	Academy finance, HR, Health and Safety, operations, leadership of associate staff, marketing, web site, facilities management.

Oct 2014 – February 2016	The Ace Academy, Alexandra Road, Tipton	Business and Finance Manager	Academy finance, HR, Health and Safety, operations, leadership of associate staff, marketing, web site, facilities management
Nov 2013 – Oct 2014	The Library of Birmingham, Birmingham City Council	Head of Business Management	Strategic leadership of finance and income generation, events and engagement including customer service and building operations. Leadership of 50 staff across 3 areas.
April 2007 – Nov 2013	Erasmus Darwin Academy, Burntwood, Staffordshire	Business Manager	Academy finance, HR, Health and Safety, operations, leadership of associate staff, marketing, web site, facilities management. Conversion to academy status, company secretary and director of trading company
March 2003 – April 2007	Walton High School, Stafford, Staffordshire	School Administrator	School operations, including cover, calendar, examinations, assessment manager, Nova T4. Line Management of associate staff
Feb 1999 – March 2003	Staffordshire University, Stafford Campus	Administration Manager	Student records, assessment, and award boards. Line management of the administration team, operation of the school office
Sept 1998 – Feb 1999	Elkes Biscuits	Customer Manager	Customer orders and communication. Ensuring excellent customer service and the fulfilment of orders.
Feb 1995- August 1998	Thrifty Car Rental	HPI Co-ordinator High Wycombe and Branch Manager Wolverhampton	Administration of the HPI facility to franchisees at the Head office. Promotion to Branch Manager in Wolverhampton, managing the car rental branch ensuring excellent customer service.
April 1994 – Feb 1995	Gonville and Caius College, Cambridge	Computer Records Administrator	Responsible for management of student records and matriculation, using FOX Pro database
July 1991 – April 1994	British Rail, London	Finance Administrator	Finance and Management accounts across 3 sectors of British Rail.

Education including Continued Professional Learning

Qualification	Subject	Awarding Body	Date
Safer Recruitment	Educational Recruitment		Nov 2015
Managing Safely in Schools	Health and Safety	IOSH	Nov 2014
Financial Management for Academies	Academy Finance	CIPFA and NCSL	Sept 2011
Diploma in School Business Management	School Business Management	Manchester Metropolitan University and NCSL	Oct 2009
Certificate in School Business Management	School Business Management	Manchester Metropolitan University and NCSL	Jan 2007
Higher National Diploma	Business and Finance	BTEC – Thames Polytechnic	July 1991
National Diploma	Business and Finance	BTEC – Huntingdonshire Technical College	July 1989
O Levels	Maths B, English Language A, English Literature C, Commerce B, Biology C, Chemistry C, History C, RSA Typing Pass	Folkestone School for Girls	July 1987

My most recent client, I support weekly – monitoring emails, answering client queries, taking bookings, sending out course information, invoicing and reconciling the bank account using QuickBooks. This position is very administrative based, the position involves using a variety of platforms including Gmail, Enabley and Canva.

Through my own business promotion, I am very used to posting content on LinkedIn, Facebook, Instagram, and Twitter. I also built and maintain my own website Virtualsatsuma.com. This was built using Wix – however over the years, in previous roles, I was responsible for content management on website – using different operating systems.

I have also recently built an ecommerce site for a client using Wix. www.sunnymakes.co.uk

I have excellent experience of google drive and Dropbox.

My I.T. skills are excellent, and with this age of the internet – if you do have an I.T. question, it has normally been asked and the answer is at the click of a button. I also extensively use zoom and Microsoft office. I find that I can very quickly become proficient with different IT platforms and apps.

Administratively I have 30 years of working in administration. I am a motivated person, who likes to be organised and efficient. I have extensive knowledge and experience of admin task.

Regarding social media, below are a list of sites I regularly maintain. I use Buffer to create and schedule posts.

Facebook

<https://www.facebook.com/virtualsatsuma/>

<https://www.facebook.com/JinstarEducation/>

<https://www.facebook.com/Central-Gas-Solutions-Stafford-102552412001170>

LinkedIn

<https://www.linkedin.com/in/rebecca-bostock-a87863a1/>

<https://www.linkedin.com/company/virtual-satsuma/?viewAsMember=true>

Instagram

https://www.instagram.com/virtual_satsuma/

<https://www.instagram.com/centralgassolutionsstafford/>

Twitter

https://twitter.com/virtual_satsuma

Websites

<https://www.virtualsatsuma.com/>

<https://www.sunnymakes.co.uk/>

<https://www.jinstargroup.co.uk/about-jinstar>

Please also find below two testimonials from my two latest clients:

Organized and Efficient

Rebecca has been working with Sanitas Hub since August 2020 providing administrative and book-keeping services. Rebecca is very proactive and happy to work on her own initiative, she is flexible to requests. One of her main tasks was to review QuickBooks and reconcile payments to banking and clients to ensure payment is prompt and outstanding payments were chased. Rebecca also provides administrative services such as monitoring emails, replying to enquiries, and taking bookings. My business requires the use of different web platforms which Rebecca was quick to understand and use. I find Rebecca to have excellent communication skills and a willingness to support my business. I would recommend Virtual Satsuma services if you are looking to start working with a Virtual Assistant.

Christina James Sanitas Hub Ltd

Web Site Design

Rebecca built a new ecommerce website for my company Sunny Makes using Wix. One of the items I sell to order is complicated, and Rebecca was able to create an easier process using a pop-up form on the new website for customers to complete. Rebecca communicated brilliantly during the whole website build and was very responsive to any questions I had. My new website [sunnymakes.co.uk](https://www.sunnymakes.co.uk) is now up and running with customers ordering through it. The website has made the customer order process so much easier for me. I would not hesitate to recommend Virtual Satsuma for your website builds.

Liz Orme - Sunny Makes

I am also a member of the Society of Virtual Assistants, membership requirements include:

- Have a website of professional quality. Including a UK mailing address, Client + Website Terms and Conditions, cookie policy*, privacy policy*, and acceptable use policy*.
- Have professional email addresses. These must be domain specific and no @gmail.com/@btinternet.com.
- Back up data securely off site.
- Be professional. Have suitable professional indemnity insurance.
- Be ICO registered. Have data controller registration via Information Commissioner's Office.

To discuss further please do not hesitate to contact me at:

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or message through Facebook @virtualsatsuma,

Instagram @Virtual_satsuma

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