

## CURRICULUM VITAE

Helen Harmer

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### PERSONAL PROFILE

I consider myself to be a conscientious, quality minded, learner orientated and supportive individual. I have a proven track record of lecturing/tutoring at a senior level for 22 years at Harlow College, with the last 7 of those years holding a Head of Department role. I have taught across all levels and pride myself on being results focussed allowing my students to reach their full potential and the high quality standard that is required for industry.

I am enthusiastic and have been proud to work for the top provider nationally. I am a focussed employee and work hard as part of a team or individually and I am a firm believer in having students at the heart and driving them to be the best. I believe this has contributed to my personal success which has been demonstrated by achieving six consecutive Grade 1 Lesson Observations. As a result, I was accepted to train to become a lesson observer. I was also chosen to represent the College in its successful bid to win the National Beacon Award for Innovation in Teaching and Learning in 2013.

I have worked closely with high profile Awarding Organisations; City & Guilds and Gateway. My main link was with VTCT being selected to form part of a Sector Expert Panel to shape new qualifications. This was as a result of being recognised for the quality of evidence submitted and my organisation and qualification knowledge that was sampled on External Verifier visits.

After 22 valuable years, it became important to me to explore more of what the industry had to offer. I am excited to progress further in an industry that I continue to love.

### EMPLOYMENT HISTORY

#### Elemis

#### Global Digital Education Manager

January 2023-Present

In this role, I take pride in being part of a 'Best in Class' Education Team. I deliver engaging and inspiring theoretical and practical training meeting the businesses global and regional training demands.

Duties include:

- Successfully executing educational programmes via varied methods of delivery, including on line sessions delivered over Zoom or in person at our London Academy or at key accounts both in the UK and internationally
- Develop and implement multi-channel educational tools and training necessary to support brand goals, brand awareness and drive sales
- Coach partners in product knowledge, product recommendation and practical treatment techniques to maintain consistency and brand excellence
- Support and participate in B2B and B2C events across the omnichannel
- Work effectively as part of a team with other colleagues within the Global Education Team, across all departments and with our Global partners
- Manage and be responsible for work schedule and responsibilities working in a professional, efficient and timely manner.

#### Therapie Clinic

#### Clinic Coordinator and Laser Hair Removal Specialist

July 2022 – December 2022

In this role, I was responsible for running the Front of House and Reception function in the clinic and completing treatments when required.

Duties include:

- Performing treatments when required and completing client consultations
- Reception Duties

- Client confirmation calls
- Receiving and creating bookings for clients
- Delivering a 5 star service to our clients
- Diary Management
- Completing daily reports as outlined by the Clinic Manager
- Opening and closing the Clinic
- Doctors clinic coordination
- Stock control including taking in deliveries and unloading stock
- Meeting and exceeding set sales targets

## **HARLOW COLLEGE**

**August 2000 – July 2022**

### **Assistant Academy Manager Hairdressing and Beauty Therapy**

**July 2015 – July 2022**

In this role, I was responsible for leading and managing my team of 13 staff to deliver excellence across both Hairdressing and Beauty Therapy courses. I raised the profile and reputation of the department and increased success data by listening to and supporting learners at risk of not succeeding and maintaining contact with parents. I have successfully led the team through the challenges faced during two Ofsted inspections and endeavoured to motivate staff to give their best.

Duties included:

- Leading and managing my team to deliver a variety of curriculum areas to excellence
- Carrying out learning, teaching and assessment
- Managing the interview cycle for recruiting learners on to appropriate courses, which includes training staff on the processes
- Liaising with HR to organise the interview process for new staff ensuring safeguarding procedures are followed
- Managing a budget
- Carrying out effective advice and guidance at learner interviews and ensure all learners are enrolled on suitable level programmes
- Managing learners that are at risk of not succeeding
- Analysing performance data and implement strategies to improve performance
- Student and Parent/Carer liaison
- Implementing the college's Equality and Diversity, Health and safety and Safeguarding policies and principles
- Ensuring relevant administration and processes are being followed, up to date and correct
- Implementing all the relevant processes as required by Awarding Bodies as an Assessor and an Internal Verifier

### **College Lecturer/Senior Tutor in Employability Skills**

**May 2013 - July 2015**

### **College Lecturer/Senior Tutor in Beauty Therapy**

**August 2000 - May 2013**

I worked as part of a team responsible for the delivery and implementation of the College's teaching and learning strategy and the development of the planning, structure, delivery and assessment of courses. My role in the Employability Team focused on helping individuals return to the work place by developing their employability skills which I found rewarding. My previous role was teaching Beauty Therapy across levels 1, 2 and 3. I loved teaching the learners to do something that I'm passionate about. I actively contributed to annual targets to ensure retention, attendance and success rates were met/exceeded, whilst ensuring learners achieved their daily targets.

Duties across both departments included:

- Designing, planning, preparing and assessing teaching and learning whilst maximising achievement and progression of students
- Delivering teaching and learning in accordance with the Teaching and Learning Strategy and embedding functional skills, literacy and numeracy
- Providing tutorials and learning support
- Coordinating as part of a team the learner experience resulting in high achievement by learners

- Producing schemes of work, session plans and learning materials that impact directly on the effectiveness of learning
- Managing attendance and take corrective action where necessary
- Deploying an effective evaluation and assessment strategy that identifies areas of development and enables learners to progress
- Marking learners' work including formative and summative assessment, giving regular constructive feedback to learners
- Meticulous tracking of students work

**BODY TIME, DOCKLANDS & CENTRAL LONDON**

**May 2000 – August 2000**

**Head Beauty Therapist**

Duties included:

- Performing full range of facial and body treatments to a high standard
- Ensured room and area checks were carried out maintaining high standards of hygiene and room presentation
- Liaised with equipment suppliers to ensure equipment was maintained to a safe working standard
- Co-ordinated and completed monthly stock takes maintaining stock levels and security
- Created and maintained a high standard of customer care
- Kept abreast of new developments within the industry
- Achieved retail and treatment targets and met personal goals
- Reception duties to include making bookings, cashing up and client liaison

**THE SANCTUARY, COVENT GARDEN**

**Sept 1996 – May 2000**

**Beauty Therapist/Supervisor**

Duties included:

- Performing the full range of The Sanctuary facial and body treatments
- Having an extensive understanding of treatment procedures and product knowledge
- Managed the daily running of spa reception
- Together with 3 other supervisors, I organised 65 members of the treatment team covering 26 treatment rooms
- Organising interviews and trade tests for new members of staff
- Ensured room and area checks were carried out maintaining high standards of hygiene and room presentation
- Liaised with the maintenance department to ensure equipment was maintained to a safe working standard
- Co-ordinated and completed monthly stock takes maintaining stock levels and security
- Participated in Head of Department meetings and ran the Spa Department meetings as required
- Co-ordinated and completed work experience placements, participating in recruitment procedures and organising inductions for new spa department staff. This also included in house training and practical assessment.
- Created and maintained The Sanctuary's high standard of customer care
- Kept abreast of new developments within the industry
- Achieved retail and treatment targets and met personal goals

<b>QUALIFICATIONS AND CERTIFICATES</b>
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NVQ Level 2 & 3 Beauty Therapy VTCT  
 City & Guilds 7307 Stages 1 & 2 Further and Adult Education Teachers Certificate  
 D32/D33 (A1) Assessor Award  
 V1 (Internal Verifier Award)

Certificate in Education (Post Compulsory Education)  
Literacy Level 2  
Numeracy Level 2  
Diploma in Stone Therapy VTCT  
Diploma in Threading VTCT  
Diploma in Advanced Nail Techniques and Nail Art Techniques  
Certificate in Face Painting  
Professional Spray tanning  
Safeguarding Children qualification  
CELLUMA UK Light Therapy Certification  
Mental Health First Aid trained  
Cynosure Laser Elite IQ Hair Removal  
Core of Knowledge

Over the course of my beauty therapy career, I have trained with a variety of product companies including Elemis, Dermalogica, IIAA Environ, Eve Taylor, Thalgo, Aveda, Decleor, Guinot, Clarins, Jessica, OPI, OPI Gelcolor and Nubar Gelicure.

I enjoy gaining new skills and maintaining continued professional development (CPD)

## EDUCATION

### **Anglia Ruskin University**

Certificate In Education

**2001-2002**

### **Harlow College**

Beauty Therapy NVQ Level 2 & 3

**1994 - 1996**

### **The Sandon School, Molrams Lane, Chelmsford**

Achieved 9 GCSE's A – D including Maths, English and Science

**1989 - 1994**

## ADDITIONAL INFORMATION

**Interests:** I am keen to keep fit; exercising and weight training five times a week. I follow a healthy lifestyle. My partner and I keep bees and we love outdoor life and walks in the country or by the sea. I am a non-smoker and hold a full clean driving license

**Interesting fact:** I appeared on the Generation Game for 2 series demonstrating body treatment wraps for contestants to replicate

**REFERENCES AVAILABLE ON REQUEST**