

# Natasha Young

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## Personal statement

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As a hard working and enthusiastic individual, I have been able to successfully combine my studies with both work and volunteering. I am studying History at Bristol University, and I am currently working part-time at a café, as well as volunteering at the Bristol Museum and with the National Trust. This has developed self-motivation, organisational skills and the capability of working under pressure.

## Key Skills

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- Communication and interpersonal skills
- Organisation and planning
- Independence
- Teamwork
- Positive work ethic
- Initiative
- Friendly and approachable
- Commitment
- Determination
- Flexibility

## Employment History

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### **Waitress, The Teabirds, Bristol**

**(May 2015 – April 2016)**

Achievements and responsibilities:

- Maintain fast, accurate and positive customer relations
- Good communication skills
- Good working knowledge of products
- Operate cash register and credit card machine
- Prepare drinks and food in adherence to company recipes
- Carry out health and safety training for maintaining food preparation areas

### **Kennel Supervisor, Oaktree Kennels, Kington St Michael, Wiltshire.**

**(March 2013 – February 2015)**

Achievements and responsibilities:

- Meet and greet visitors to the premises
- Awareness of communication and customer needs
- Carry out viewings and provide general advice
- Train and supervise new employees and work experience students
- Administration and record keeping, bookings, handling payments and stock control
- Ensure animal welfare and wellbeing, including feeding, exercise and medication
- Maintain cages, runs and grounds
- Manage a high standard of hygiene
- Assist with grooming
- Carry out security checks and knowledge of safety policy

### **Play Assistant, Tiny Bubbles Holiday Club, Yatton Keynell, Wiltshire.**

**(August 2013 – August 2014)**

Achievements and responsibilities:

- Provide care for children of all needs
- Promote independence and self-help skills
- Maintain health and safety procedures
- Promote equal opportunities

- Awareness of hygiene in the preparation and serving of food
- Maintain confidentiality

**Workshop Assistant, The Learning Tree, Chippenham, Wiltshire.  
(September 2011 – March 2013)**

Achievements and responsibilities:

- Assist with government funded workshops in a creative capacity
- Support families in the community by encouraging development of life skills
- Assist the development, preparation and set up workshops
- Demonstrate and deliver activities to families
- Work individually, as a team and with other professionals
- Carry out safety procedures during workshops

## Volunteering and Work Experience

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**Burst Student Radio, University of Bristol  
(September 2015 – January 2016)**

Achievements and responsibilities:

- Professionally present a weekly radio show played throughout University buildings
- Plan and prepare an hour long show every week
- Find guests and topics for discussion
- Use professional radio equipment in a broadcast room and production studio

**Death Exhibition, Bristol Museum & Art Gallery  
(December 2015 – March 2015)**

Achievements and responsibilities:

- Meet and greet visitors to the exhibition
- Maintain a good understanding of the displays and artefacts
- Ability to provide directions, information and advice to visitors
- Awareness of the controversial nature of the exhibition
- Consideration of visitor beliefs and opinions
- Observation of visitor behaviours to ensure displays and artefacts were not put at risk

**InsideArts Festival, University of Bristol  
(December 2015 – March 2015)**

Achievements and responsibilities:

- Meet and greet visitors to talks and screenings
- Ability to provide directions, information and advice to visitors

**'Blood Swept Lands and Seas of Red' Installation, Tower of London  
(November 2014)**

Achievements and responsibilities:

- Volunteering to help dismantle the First World War remembrance installation
- Handling the ceramic poppies and packaging for delivery

**M Shed, Bristol Museums, Galleries & Archives  
(January 2015 – May 2015)**

Achievements and responsibilities:

- Maintain and update database and collections
- Researching, cataloguing and administration of artefacts
- Flexibility and time management

**Bristol Records Office, Bristol Museums, Galleries & Archives  
(November 2014 – May 2015)**

Achievements and responsibilities:

- Research and developing collections
- Cataloguing and administration of artefacts
- Flexibility and time management

## **The Julian Trust Homeless Shelter, Bristol**

**(March 2015 – December 2015)**

Achievements and responsibilities:

- Gain an understanding of homelessness in Bristol and associated problems
- Sort donations of food and clothing
- Assist in maintaining good hygiene and organisation of the shelter
- Interacting with vulnerable members of the public
- Serving beverages and food

## **Lacock Abbey, The National Trust, Wiltshire**

**(July 2013 – Present)**

Achievements and responsibilities:

- Greet visitors in a polite, warm and relaxed manner
- Answer questions and offer information when required
- Liaise with House Staff
- Awareness of security, safety policy, conservation and customer needs
- Being reliable and punctual with regards to the volunteer rota
- Attend training and regularly update historical knowledge

## **Chippenham Museum and Heritage Centre**

**(August 2013 – October 2013)**

Achievements and responsibilities:

- Assist the Lead Curator with the upkeep of the archives
- Support the Education Officer in developing a programme for local secondary schools
- Undertake a range of research tasks
- Update and amend the records of objects and collections
- Liaise with other colleagues and professionals
- Awareness of museum security procedures
- Knowledge of preserving, handling and storing of artefacts

## **Education**

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### **Student of History, University of Bristol**

(September 2014 – present)

### **Sheldon Comprehensive School, Chippenham, Wiltshire**

(September 2007 – June 2014)

A-levels:

- History (A)
- English Literature (A)
- Media Studies (A)

GCSEs:

- 11 GCSEs including English and Maths (A\*-B)

## **References**

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Anna Ritchie and Jodie Johnson, Managers

The Tea Birds, Bristol

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