



**CATHERINE M CHAPMAN**

Based in BS7, Bristol

**Open to being contacted or referred for relevant opportunities within the organisation.**

### **PROFILE**

Dynamic and highly accomplished Executive Assistant / Senior Administrator with extensive experience supporting senior leaders across healthcare, media, legal, architecture and global corporate environments. Known for exceptional organisation, communication and problem-solving skills, with the ability to streamline processes, manage complex workloads and deliver high-quality outputs under pressure. Professional, intuitive and unpolitical working style with a reputation for reliability, discretion and building strong working relationships.

### **KEY SKILLS**

- Executive support and complex diary management
- High-volume correspondence and document production
- Stakeholder engagement (clinical, legal, creative, corporate)
- Meeting coordination, travel and logistics
- Process improvement and workflow redesign
- Minute taking, reporting and information management
- High-level written communication and proofreading
- Confidentiality, judgement and professionalism
- Fast, accurate typing (80–90 wpm)

### **TECHNICAL PROFICIENCY**

- Microsoft Office (Advanced): Word, Excel, PowerPoint
- Communication: Outlook, MS Teams, Zoom, WhatsApp
- Design: Adobe Acrobat, InDesign, Illustrator, Photoshop (Intermediate)
- Web & Content: WordPress, Mailchimp, social media content writing
- Other: Caseman, PMI, CRM systems

### **PROFESSIONAL EXPERIENCE**

#### **Medical Secretary – Paediatric Haematology, Oncology & BMT**

#### **Bristol Royal Hospital for Children**

January 2026 – Present

- Provide comprehensive secretarial and administrative support to consultants and clinical teams
- Manage high-volume correspondence with accuracy and clarity
- Handle sensitive parental queries with professionalism and empathy
- Improved administrative processes, specifically overhauling aftercare administration
- Trusted for confidentiality, judgement and calm under pressure

**Civil Orders Teams Admin Officer / Court Clerk**  
**Bristol Civil Justice Centre**

November 2022 – December 2023

- Managed court files and administration using Caseman
- Liaised with judges, counsel, litigants and internal teams
- Drafted court orders and maintained clear communication
- Achievement: Awarded prize for excellence in work quality and team support (Oct 2023)

**Production Management Assistant**  
**Plimsoll Productions**

August 2022 – October 2022

- Supported two busy production teams
- Prepared and formatted production documentation
- Managed budgets, expenses and purchase orders
- Travelled solo to the US to safeguard sensitive filming equipment
- Transcribed extensive raw footage for editorial teams

**Operations Executive**  
**The Bunch Ltd**

February 2022 – August 2022

- Managed billing and finance administration for 1,500+ student properties
- Authored operational process documents
- **Achievement:** Built key relationship with utilities companies and resolved recurring billing issues

**Acting PA to CEO**  
**True to Nature Ltd**

August 2021 – December 2021

- Managed complex diary and inbox for remote CEO
- Coordinated national and international commissioner meetings
- Prepared board packs and processed expenses
- Supported numerous award submissions and industry events

**Contract Roles (Juice Recruitment & Pertemps)**  
**April 2019 – August 2021**

Roles included:

- Client Services Administrator (Premier Vet Alliance)
- Content Administrator (Prophecy – BMW & Mini)
- Marketing & Communications Assistant (Institute of Asset Management)
- **Achievements:** Rebooked repeatedly due to reliability, quality and approachability.

**Studio Manager**  
**Alec French Architects, Bristol**

March 2018 – March 2019

- Managed daily studio operations and reception
- Coordinated internal meetings and events, including the practice's 90<sup>th</sup> birthday celebrations.
- Produced marketing materials and managed website/social media
- Prepared bid documents for major architectural projects
- Organised complex travel and logistics for international field trips

### PRIOR EXPERIENCE (HIGHLIGHTS)

- EA to Global Residential Director – Knight Frank LLP
- Global Marketing Assistant and PA to Marketing Director – Bacardi Global
- PA to Senior Vice President of Network Distribution – NBC Universal
- PA to Group Publishing Director – Harper's Bazaar & Esquire (Hearst)
- Assistant Purser – Orient Lines (mv Marco Polo)  
(Guest Services: Mac Operator (Designer), Ship's Purser, Front Desk Receptionist and Secretary to Captain/Hotel Director/Cruise Director/Ship's Purser.)

### EDUCATION & QUALIFICATIONS

- Executive Assistant Diploma – Queen's Marlborough Business & Secretarial College
- Pitman & RSA certificates: Typing, Audio Typing, Teeline Shorthand (100 wpm), Word Processing
- Institute of Linguistics – Basic Italian (Distinction)
- A Levels: French, English Language
- GCSEs including English Language & Literature, Maths, French, Spanish

### ADDITIONAL INFORMATION

Full UK Driving Licence

Valid UK Passport

Interests: Reading, acting, photography, drama/documentary film, tennis. Active member of Bristol Choral Society (soprano) and Kelvin Players Theatre (acting & photography)

### REFERENCES

Available on request.