



## Personal Profile Qualifications & Contact Points

### Key Experience

- ① Analytical research
- ① Performance Management
- ① Contract Negotiations
- ① Client Liaison
- ① Accounting
- ① Finance
- ① ISO9001-15
- ① Staff Management
- ① Financial Management
- ① Sales Target Performance
- ① Change Management
- ① Interrogation & Fraud Control Software
- ① NHS Information Governance Toolkit
- ① UK Passport & Driving License Holder

### Qualifications & Professional Bodies

- ① Level 2 AAT Accounting
- ① Level 3 AAT Accounting
- ① Sage Accounting
- ① GDPR
- ① First Aid

**Location:** Staffordshire

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### Professional Profile

Dawn Bond is our Business Manager and Finance Officer. Dawn's role is to support the business development of the company by supporting our bid management process and quality management. She is part of the bid team with the successful application of the government frameworks.

Dawn also helps to co-ordinate our commissioning role for Gibraltar Health Authority and the Government of Jersey Health & Community Services for tertiary referrals made by the islands to the UK.

Dawn was instrumental in supporting our team gaining the ISO9001-15 accreditation and continuing the management of the on-going processes.

Dawn has supported implementation of NHS Information Governance Toolkit for In-Form Solutions and other GP clients.

Dawn is AAT qualified and has extensive experience of financial packages including SAGE, and QuickBooks as well as comprehensive knowledge of business management processes, Banking and Finance, GDPR, budget management and contracting.



## Career Summary

### October 2018 - to date In-Form Solutions Ltd – *Business Manager*

- ① Bid management and submission.
- ① Identifying opportunities and supporting company to achieve quality policies and objectives
- ① Supported the bids of 11 successful government framework applications
- ① Instrumental in the implementation of ISO9001 accreditation and ongoing management of the Quality System
- ① Commissioning & performance management support for a number of clients.
- ① Preparation of Financial report and sensitive information and liaising with financial accountants
- ① Responsible for Finance and the management of Financial procedures
- ① NHS Information Governance Toolkit for both the company and a number of NHS clients.

### February 2012 – 2018 Citizens Advice Bureau – *Finance Administrator*

- ① Responsible for overall management of Administration Office in the Lichfield, and support to CEO
- ① Maintaining management information and databases for information reporting
- ① Supporting of Bureau financial management using Quick Books software to manage income and expenditure and producing of financial reports and monitoring reports for accuracy.
- ① Managing Funds in order to deliver services as necessary
- ① Supporting Chief Executive and Treasurer with reporting to Trustee Board and Finance support with Bid Applications.
- ① Dealing with enquiries from internal personnel and external customers and suppliers.
- ① Organising Volunteer Rotas, assisting with volunteer recruitment & induction
- ① Responsible for updating and monitoring of Bureau Policies and Procedures in line with National Citizens Advice, including GDPR and ensuring procedures are adhered to.
- ① Organising fundraising and PR events, AGM and committee meetings.

### 2010 – 2012 Santander Bank PLC – *Customer Support Advisor*

- ① Processing transactions involving cash, cheques & transfers.
- ① Ensuring attention to accuracy on transactions to avoid error
- ① Creating leads to achieve branch targets through new products.
- ① Assisting customers with queries and dealing with complaints.
- ① First contact with customer, meeting and greeting and directing them to relevant personnel.
- ① Consistently achieved personal sales targets and working as a team.
- ① Creating an organised & structured filing system of confidential records.

### 2008 – 2010 Halifax / Lloyds Banking Group PLC – *Customer Support Advisor*

- ① Processing transactions involving cash & cheques & transfers
- ① Creating leads to achieve branch targets through new products.
- ① Assisting customers with queries and internal and external complaints.
- ① Consistently achieved personal sales targets and working as a team.

### 1997 – 2008 Signet Group PLC – *Retail Internal Auditor*

- ① Organised Compliance visits to stores to assess whether company policies and procedures were adhered to.
- ① Producing audit reports and investigations on fraud incidents and information was collated as evidence.
- ① Data Interrogation software was used to analyse transactions to detect fraud and abuse of discounts.



- ① Involvement with group communication and coaching presentations to new store managers and consistent non-compliant stores.

## Assignments Undertaken

### GP Practices

- ⦿ Supporting a number of GP practices with their NHS Information Governance Toolkit compliance.

### Gibraltar Health Authority

- ⦿ Supporting with the finance and commissioning arrangements for specialist tertiary referrals to the UK.
- ⦿ Liaised with the Gibraltar Health Authority to ensure smooth communication with UK based Trusts.
- ⦿ Preparation and producing monthly management reports to Gibraltar Health Authority.
- ⦿ Co-ordinate and validate patient information and activity and costs for all UK activity from Gibraltar.
- ⦿ Co-ordinate and managing individual patient queries
- ⦿ Undertaking detailed research with treatment pathways
- ⦿ Analysing and reporting client outcomes for providers.

### Government of Jersey Health & Community Services

- ⦿ Supporting with the finance and commissioning arrangements for specialist tertiary referrals to the UK.
- ⦿ Co-ordinate and validate patient information and activity and costs for all UK activity from Jersey.
- ⦿ Co-ordinate and managing individual patient queries.
- ⦿ Undertaking detailed research with treatment pathways.
- ⦿ Analysing and reporting client outcomes for providers.
- ⦿ Preparation and producing monthly management reports
- ⦿ Liaised with the JHCS to ensure smooth communication with UK based Trusts.

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## Special Interests

Dawn is a keen runner and regularly attends Pilates.  
She enjoys reading in her spare time and spending time with her family.

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