

Phoebe Shanley

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About Me

I am a BA (Hons) History student at Bath Spa University, currently in my second year of study. I am a passionate, conscientious individual with great experience in several fields that has allowed me to build up many valuable skills, but I am always keen and quick to learn more. Outside of work and university I volunteer at No1 Royal Crescent as a tour guide, a position that I take great pride in and one that has allowed me to develop my experience in the heritage and tourism fields. I've also been elected as Welfare Officer of the university's Pole Fitness Team, this position and sport has taught me discipline, teamwork, the importance of motivation and how to motivate others. Being on a society committee during today's current climate has also taught me the ability to adapt, having to turn a very physical sport into one you can take part in online which has been a difficult but an interesting learning curve.

Work Experience

June 2019-September 2019 – Summer job as an Administration Assistant for Eye to Eye Counselling Services:

Working at Eye to Eye gave me experience in an office environment where I worked mainly in administration, filing documents and making appointments over the phone developing my skills in communication, ICT and Admin. This being my first experience in the workplace I also learnt the importance of presentation, punctuality and how to conduct one's self in a professional environment.

October 2019 – present – Part time job as a Library Service Assistant at Bath Spa University:

As an LSA I man the reception desk at all three of the Bath spa campus libraries, I support and advise students while they are using the library facilities. I use the software Soprano to check books in and out and to keep track of what we have available to students and staff. If I work the morning shift I will open up the library and if I work the evening shift I have the responsibility to lock up the library – this includes making announcements and patrolling the buildings to make sure no ones left in the library, locking/opening multiple doors, including automatic electrical doors, turning off PCs, lights and other appliances and I also have to liaise with security to ensure everything is done correctly. One of my other roles include manning the ICT help desk at the university commons building to provide ICT support and advice to students, sign posting them to the correct person when the issues they come to me with are too advanced for my level. Working as an LSA has advanced my ability to provide great customer service to the public and communicate with them in the appropriate manner. My ICT competency and ability to trouble shoot and problem solve has also improved massively and taking on larger responsibilities like locking up and opening the libraries has definitely boosted my confidence in my ability to fulfil more important duties and proved my dependability.

October 2019 – present- Volunteer Tour Guide at No1 Royal Crescent for the Bath Preservation Trust

Becoming a volunteer tour guide was a challenging but rewarding role, I had an intense 6 week training programme to teach me about the history of Bath and No1 in order to fulfil my tour guide duties and of course I am constantly learning new things while on the job. My job requirement is to work as part of an eight-person team to provide a seamless tour of No1 Royal Crescent. When I turn up to my shift, I get assigned a room for the day and there I will welcome guests and give them a basic background of the room and then answer any questions they have. Working in this role has taught me many valuable skills, it has taught me teamwork and the importance of communication, especially when you're working in a large team that is spread out over a large area. It has taught me how to speak and interact with the public in a confident and approachable manner. I've also been able to exercise my ability to absorb information quickly and relay it in an effective and informative manner. Interestingly working as a tour guide has taught me the valuable skill of "reading the room" as there is so much fascinating information you could talk about for hours but most tour groups are on a schedule you have to get a feel for what the group would be most interested in and tell them the facts and stories they would most enjoy hearing about.

Education

BA in History

Bath Spa University – Bath, August 2019 to Present

A-Level or equivalent in Drama – Grade: A

Treorchy Comprehensive – Rhondda, September 2012 to July 2019

A-Level or equivalent in History - Grade: A

Treorchy Comprehensive – Rhondda, September 2012 to July 2019

A-Level or equivalent in English Literature – Grade: B

Treorchy Comprehensive – Rhondda, September 2012 to July 2019

A-Level or equivalent in Welsh Bacallaureate - Merit

Treorchy Comprehensive – Rhondda, September 2012 to July 2019

GCSE or equivalent in Mathematics and Numeracy – Grade: C

Treorchy Comprehensive – Rhondda, September 2012 to July 2017

GCSE or equivalent in English Literature and Language- Grade B

Treorchy Comprehensive – Treorchy, September 2012 to July 2017

GCSE or equivalent in Drama – Grade A*

Treorchy Comprehensive – Rhondda, July 2012 to September 2012

GCSE or equivalent in RE – Grade: A*

Treorchy comprehensive – Rhondda, September 2012 to July 2017

GCSE or equivalent in Music – Grade: B

Treorchy Comprehensive – Rhondda, September 2012 to July 2017

GCSE or equivalent in Welsh – Grade: B

Treorchy Comprehensive – Rhondda, September 2012 to July 2017

GCSE or equivalent in Biology – Grade: C

Treorchy Comprehensive – Rhondda, September 2012 to July 2017

GCSE or equivalent in Welsh Bacalaureate – Grade: Merit

Treorchy Comprehensive – Rhondda, September 2012 to July 2017