

Toby Smith

2A Orchard Lane, Evesham, Worcestershire WR11 8WW

Email: tobysmith@thismail.co.uk

Telephone: 0700 55544

EDUCATION

2015 – 2019 - **Swansea University, BSc Psychology**

(*predicted 2:1*)

- Brain and Behaviour (70%)
- Cognition: Higher Level Processes (68%)
- Social and Developmental Psychology (68%)
- Academic and Professional Development (65%)
- Student Member of the British Psychological Society

Achievements – Swansea Employability Award – Gold standard (completed the following modules: Know Yourself and 2 Work Experiences)

2013 – 2015 – **Central College, Worcester**

A Levels – Psychology (B), Biology (B), Health and Social Care (B)

AS Level – Maths (C)

Achievements – Duke of Edinburgh Bronze Award

2010 – 2015 – **Evesham Secondary School, Worcester**

GCSE's – 11 GCSE's grades A* - C including English, Maths, Biology, Chemistry and Physics

Achievements – Year 11 mentoring scheme

WORK EXPERIENCE

2015 – 2018 **McDonald's, Swansea and Worcester**

Crew Trainer / Crew Member

- Developed excellent communication skills training new members of staff and supporting them in understanding the day to day workings of the restaurant.
- Responsible for keeping all training materials up to date and keeping abreast of new food hygiene and customer service standards.
- Worked as part of a busy team to provide swift, efficient customer service to the restaurant.
- Worked effectively as part of a team to help the Area Manager organise shift rotas.
- Handled large amount of credit / debit card and cash transactions.
- Provided excellent customer service by informing customers about their orders and any potential food allergens.

2014 – 2015 **The Royal Boar, Evesham**

Waiting Staff

- Worked as part of team to deliver customer service to customers in a busy country pub and restaurant.
- Greet customers and advised on daily specials, paying attention to dietary requirements and allergies.
- Handled credit / debit card and cash transactions.

VOLUNTEERING EXPERIENCE

2017 - 2018 **Heulwen Residential School, Swansea**

Volunteer Learning Support Assistant

- Worked with children from 5 – 9 with severe Autistic Spectrum Disorders.
- Liaised with main teaching staff to understand the complex needs of the pupils and how to support them.
- Developed sign language skills to enable me to communicate with the children at a basic level.

- Assisted in organised learning outside of the classroom in activities such as school trips and sports events.
- Observed main teaching staff and developed my understanding of how they developed and adapted conventional teaching methods to meet the individual needs of the children.

2016 – 2017 Swansea Friends and Families of Prisoners
Visitors Centre Volunteer

- Volunteered in the Visitors Centre, meeting and greeting visitors to HMP Swansea to visit family and friends.
- Made visitors feel welcome and answered queries and concerns, referring on to the supervising officer where necessary.
- Helped devise activities for younger children during their visits to make the experience pleasant and family friendly.
- Allocated a budget of £70 to buy toys for the family friendly area and sourced appropriate toys by negotiating lower prices with toy shops and researching second hand sites.

2016 – 2017 Active 18, part of Discovery Project
Volunteer

- Worked as part of a team to organise social events and outings for adults with learning difficulties and their carers.
- Advocated on behalf of the client group to arrange social events and outings that were inline with budget restrictions and client expectations.

2015 – 2017 Worcestershire County Cricket Club
Volunteer Cricket Coach

- Volunteer cricket coach over the summer period for young cricket players from 7 – 10.
- Worked with the main coaching staff to develop a coaching programme that would be suitable for children of this age.
- Organised and planned weekly activities to motivate and engage the children.

EXTRA-CURRICULAR ACTIVITIES

2016 – 2018 Worcestershire County Cricket Club
Player

- Attend weekly training sessions at Worcestershire Cricket Club from June – September.
- Awarded Players Player of the Year 2017, 2018.
- Worked with the squad and coaching staff to arrange weekly matches with local league cricket clubs from June – September.

2016 – 2018 Swansea University Surf Club
Society Member

- Attended weekly surf lessons during term time.
- Helped to organise surfing trip to Newquay during the Easter break, focussing on arranging accommodation for 20 people within the budget.
- Competed in the British Universities & Colleges (BUCS) competition in October 2017 in the novice surf class.

SKILLS

Languages French – basic spoken, written and reading

IT Fully competent in MS Word, Powerpoint and Outlook

Full clean driving licence and access to a vehicle

REFERENCES

Available on request