

# Patrick Hoyle

## Personal Statement

I am a competent project manager and problem solver, with extensive experience working with customers to identify issues and implement solutions. I also have a demonstrable ability to facilitate stakeholder engagement through effective liaison and positive network building. I complement this with excellent and well-developed written and oral communication skills, which I combine with my very strong grasp of digital tools. Finally, I am an empathetic and confident leader, with a passion for teamwork and collaboration.

## Education

### University of Leeds, MA Global Governance & Diplomacy

*(September 2022 – September 2023)*

- Achieved grade: Distinction (80%; highest on programme).
- Thesis (87%): Role of domestic & external actors in determining the outcomes of new states.
- Additional responsibility: Member of faculty equity, diversity, and inclusivity advisory board.

### University of Exeter, BA (Hons) Ancient History with Latin & Italian

*(September 2016 – August 2019)*

- Achieved grade: 2:1.
- Additional responsibility: Academic Society President (2018-2019); Deputy-Vice President Equality (2018-19); Student Staff Liaison Committee Chair (2017-2018).

## Employment History

### Student Education Services Officer, University of Leeds, Leeds (UK)

*(Programmes, Assessments, Support, and Solutions - November 2023 - present)*

- Providing critical project management, process improvement, and administrative support to teams across the University.
- Facilitating key networks and relationships with stakeholders within the University through liaising with team managers, anticipating future needs, and developing relevant specialist knowledge.
- Managing the work of junior staff by managing the team rota, organising access to relevant process guides and systems, and solving problems as necessary.

### Student Services Officer, University of York, York (UK)

*(Progression & Awards June 2021 – February 2022; Physics Administration February 2022 - July 2022)*

- Responded to staff and student queries and issues, identified and solved problems, and escalated questions and problems.
- Accurately documented process improvements and managed the team's digital documentation library for the benefit of the team.
- Operated the University's digital awarding system, identifying and solving system problems as they arose for users, and coordinating regular reviews of departmental systems and processes.

## **English Language Teacher, British Council, Sardinia (Italy)**

*(September 2020 – June 2021)*

- Leading, planning, and assisting in the teaching of English as a Foreign Language IGCSE in an Italian high school (ages 13-19).
- Embraced assimilating into a new city and culture by overcoming administrative challenges such as finding accommodation and procuring residency and using this opportunity to develop my Italian language skills to CEFR level B1.

## **Students' Guild President, University of Exeter Students' Guild, Exeter (UK)**

*(July 2019 – July 2020)*

- Led an organisation with £6 million annual turnover, line managed four senior executives, Chair of Board of Trustees, navigated the organisation through financial solvency, and co-produced the organisation's COVID-19 strategy with the CEO and University leadership team.
- Undertook daily and diverse casework to solve problems affecting students, for example supporting international students to procure accommodation in the city by liaising with local government authorities and navigating home office guidelines.
- Produced trend and pattern analysis reports to influence institutional strategy according to data and information insight, such as student responses to industrial action.

## **Volunteering & Additional Experience**

### **Summer Student, Kosovo International Summer Academy, Pristina (Kosovo)**

*(July 2023 – July 2023)*

- Participated in international summer academy and attend lectures and field trips focusing on conflict, peace building, and leadership in Kosovo and around the world.

### **Volunteer Project Manager, Break the Mould, Online (UK)**

*(September 2020 – September 2021)*

- Supported the delivery of charity projects as directed by charity directors, led the bid writing process for project funding, assisted administration of team meetings, and developed specialist knowledge as required.

### **Volunteer Tutor, Coronavirus Tutoring Initiative, Online (UK)**

*(September 2020 – September 2021)*

- Planned and delivered online tutoring sessions to GCSE and A-Level students whose education was impacted by national lockdowns.

### **Chair of Trustees, University of Exeter Students' Guild, Exeter (UK)**

*(July 2019 – July 2020)*

- Chaired monthly meetings of the charity's board of trustees (12 members for a £6 million annual turnover) to set strategic direction and instruct the activities of the charity CEO.
- Developed a deep and specialist knowledge of key sector areas, such as: UK Government international student policy, equality legislation, student housing policy, student union pension vulnerabilities, Higher Education institutional governance, and UCU industrial action implications.
- Led the application and appointment process for the recruitment of a new charity CEO and 3 new charity external trustees.