



TILLY SMALE

Bristol

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PROFFESIONAL SUMMARY

Highly adaptable and disciplined professional with a strong foundation in administration, effective leadership, and team collaboration. Demonstrates confident communication and interpersonal skills, coupled with a proven ability to learn quickly and adapt to dynamic environments.

PROFFESIONAL RUGBY PLAYER

Professional sport has been an important career avenue of mine. Having been involved in the Premiership Women's Rugby (PWR) for the past 4 seasons with Bristol Bears and Gloucester-Hartpury, and gaining international England honours, the capacity to balance a dual career from a young age has been vital. The ability to trust and perform within a high-performance team is paramount. I have learnt to thrive in environments that demand

WORK HISTORY

05/2026 - current

Business Services Co-ordinator

National Trust - Bristol

- Compliance: Maintained accurate site-wide documentation in line with regulatory requirements.
- Finance Support: Assisted with reporting, managed purchase orders, goods receipting, and budget tracking.
- Complaints Management: Oversaw formal complaints, ensuring timely escalation and compliant responses.
- Document Control: Managed document storage, retention, and disposal in line with UK GDPR.
- Communication: Acted as a central point for sharing key information across teams.
- Customer Enquiries: Handled high volumes of calls and emails, delivering prompt, professional service.
- Group Bookings: Coordinated bookings end-to-end, including enquiries, documentation, and scheduling.
- Health & Safety: Supported emergency planning and contributed to fire risk assessments.

11/2025 - 03/2026

Administrative Assistant and Ski Rental Technician

Niseko Wow - Niseko, Japan

- Organisation of rental fittings and ski/snowboarding lesson bookings with external companies.
- Working with multiple cultures in a foreign country to bridge the gap between different languages for smooth customer service.
- Provided operational support, including staff guidance during busy periods, reflecting emerging leadership skills.
- Hands on skills to fit and deliver the highest quality equipment and best service to clients.
- Delivered consistent professional service whilst handling multiple tasks simultaneously.

01/2024 - 03/2025

Team Manager
Hartpury University - Gloucester

- Acted as a key liaison between players, coaching staff, and external clubs, ensuring clear communication and scheduling.
- Coordinated matchday logistics, including travel, kit preparation, and equipment management to uphold professional standards.
- Organised team travel, events, and external engagements to foster team cohesion and uphold professional representation.
- Streamlined operations to improve team efficiency and overall performance.
- Maintained accurate administrative records and collaborated with medical staff to ensure player welfare.

EDUCATION

09/2022 - 06/2025

Bachelor of Science: Sport & Exercise Science
Hartpury University - Gloucester - First Class (Honours)

09/2020 - 06/2022

A-Levels
Hartpury College - Gloucester

Environmental Science
A Physical Education A
Biology B

09/2014 - 06/2020

GCSE's
Gordano School - Bristol

Mathematics 8 Biology 8 Chemistry 8 Physical Education 8 Physics 7
English Language 7 English Literature 7 Geography 7 French 7 Design & Technology 6

CERTIFICATIONS

- First Aid Emergency Trained
- Gym Instructor Level 1
- Duke of Edinburgh
- England RFU Level 2 Coaching Award

SKILLS

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| <ul style="list-style-type: none">Administration skills | Full suite of relevant IT skills |
| <ul style="list-style-type: none">Project management | Effective leadership skills |

REFERENCES

Available on request.

