# My Offer

* Do you need to engage effectively with your customers to understand their needs and ensure their voices and stories are heard at all levels of your organisation?
* Do you need to produce creative content in a range of formats to; explain and promote the work you do to, set you apart from the rest, encourage people to reach out to you, attract funding and demonstrate the impact you have?
* Do you have limited resources to do this?

I engage with customers to promote your organisation by producing creative written, audio and visual content. Interacting positively and sensitively with people from all backgrounds I gather facts and tell powerful stories about their lives and how you make a difference.

# My Services

I am a qualified Broadcast Journalist and a Communications specialist with experience working for the BBC, across the public sector and in Social Housing, including leading on Customer and Community Engagement as a Senior Manager. I have experience in and can deliver:

1. The production of creative written, audio and video content, telling the stories of individuals and projects to show impact
2. Bespoke training and workshops to staff and volunteers to help them to produce engaging written and video content
3. Management of feedback/best practice networks such as forums, conferences, workshops and websites
4. Facilitation of externally funded partnership projects; developing programmes, producing bids, recording outputs and reporting on outcomes
5. Presentation materials for events, awards or meetings tailored to audiences such as Boards, partners and customers