

EMILY BIGG

07722737272 ▪ emily@biggtrouble.com
www.linkedin.com/in/emilybigg ▪ www.biggtrouble.com

EXECUTIVE ASSISTANT

A seasoned UHNW Executive Assistant, with over 10 years of experience in the entertainment industry.

"Emily is very enjoyable! She charmed my clients and my musicians and was a pleasure to have around!"... "Emily is a pleasure to work with, incredibly organised and thorough"... "Emily is very hardworking and will be missed as a member of our team"... "Emily's got all the skills of an excellent EA"... "Emily is not only conscientiously attentive to details but super organised and in addition an absolute bundle of sunshine which is always welcome!" - From Recent Testimonials

I began my career as a runner with Sphere Studios, gaining unparalleled experience in the music industry working alongside renowned producers including Francesco Camelli, Andy Wright, Guy Farley, Chris Kimsey, Jon Cohen and Gavin Goldberg.

Since then I have worked in the entertainment industry for over 10 years, gaining experience in Media, Artist Management, Event Planning, Music, Film, Art and Theatre.

I am able to exhibit **confidentiality, discretion, tact, diplomacy and professionalism** when dealing with clients and am passionate about advancing my clients' organisational and productivity goals and managing their work/life balance.

I am a **highly motivated, adaptable and confident** individual who thrives upon the pressures of the highly demanding entertainment industry with **exceptional multi-tasking and organisational skills**.

Highlights include:

- Curating and managing media and talent accreditation for AEG presents festivals including All Points East & Barclaycard presents British Summertime Hyde Park.
- Managing international accreditation and worldwide media coverage of One Love Manchester in under 10 days.
- Working alongside AEG presents to secure 'Best Customer Service' and 'Ticketing without Barriers' at Attitude is Everything Awards 2019 leading to being 1 of 14 Festivals to be awarded gold status for Attitude is Everything's Charter of Best Practice.
- Launching Mongolian 'Hunnu Rock' band The HU in UK and Europe, with an exclusive performance at the Mongolian Embassy and articles in The Guardian and GQ, leading to a sold out European Tour in 2019.
- Training to become and working as an NHS Vaccinator during the COVID-19 pandemic for one of the UK's top trusts.
- Managed all logistical aspects of several film festivals, such as Locarno, Sitges, Gerardmer and London BFI, including cast and crew itineraries

AREAS OF EXPERTISE

- | | | |
|------------------------------------|-------------------------------|------------------------------|
| • Organisation and Time Management | • Ironclad Tact & Discretion | • Ruthless Prioritisation |
| • Written & Verbal Communication | • Diary Management | • Strategic Multitasking |
| • Accuracy & Attention to detail | • Dictation and Transcription | • COVID 19 Travel Management |
| • Adaptability | • Calm under pressure | • Expense Management |

PROFESSIONAL EXPERIENCE

POPCORN GROUP LTD

July 2021- February 2022

Popcorn Group is a film and TV production and Art studio owned by, power couple, Philip and Charlotte Colbert. Philip Colbert is a contemporary British artist who works across the mediums of painting, sculpture, clothing, furniture and design. Charlotte Colbert is a Franco-British film director and a moving image and multi-media artist.

EA to Philip and Charlotte Colbert

- Managing and paying household staff expenses
- Managing household staff rotas including Cleaners, Housekeepers, Chefs, Nannies and Groundsmen
- Property management and tenant relations of rental properties
- Extensive COVID-19 travel logistics and management
- Managing their international property portfolio
- Managing all medical appointments for the extended family
- Travel between properties to oversee and manage works
- Oversee childcare, extra curricular activities and school timetables
- Book keeping and household bill management
- Undertaking ad hoc personal errands
- Managed the sale, completion and move out of one of the Colbert personal properties
- Managed all logistical aspects of several film festivals, such as Locarno, Sitges, Gerardmer and London BFI, including cast and crew itineraries
- Management transport and payment of new art purchases
- Acting as Charlotte's point person for the TV & Film studio

- Acting as Philip's point person for his art studios.
- Managed the move of all documents and equipment to our new offices and studio space
- Extensive diary management
- Responsible for updating the company and personal Christmas and birthday gift list throughout the year
- Purchasing all personal and company gifts
- Prepare and coordinate sensitive and highly confidential information and documents
- Work with our insurance to ensure fire safety and alarm systems are adequate in all personal and company properties

CHELSEA AND WESTMINSTER NHS TRUST

February 2021- Present

Chelsea and Westminster Hospital NHS Foundation Trust is one of the top ranked and top performing hospital trusts in the UK. They employ more than 6,000 staff over two main hospital sites, Chelsea and Westminster Hospital and West Middlesex University Hospital, and across 12 community-based clinics within North West London.

Covid-19 Vaccinator / Administraor / Social Event Manager

- Set up/configuration of the vaccination station
- Drawing up and preparation of the vaccine prior to administration
- Vaccine administration, using the National Protocol
- Disposal of clinical waste and change of PPE as per national guidelines
- Adherence to infection control practices between individuals
- Arrange bi-weekly team building and social events
- Assist operations team on daily logistics

BIGGTROUBLE

July 2020- July 2021

BiggTrouble is a female lead Public Relations and Virtual Assistant agency specializing in high profile entertainment and UHNW individuals, designed to help with company productivity and profile growth during the pandemic by creating bespoke packages for every company's circumstances.

Director & Virtual EA

- Maintained files and administrative records
- Provide human resources management skills to staff
- Oversee quotes and production of current and new clients
- Maintain accurate customer accounts
- Maintain company website
- Manage a team of like minded ladies
- Virtual and travelling EA services for clients including:
 - Extensive and detailed diary and meeting management
 - Managing various business and personal inboxes
 - Manage and update contacts
 - Prepare and coordinate sensitive and highly confidential information and documents
 - Synchronise personal and work schedules
 - Manage property portfolios
 - Liaise with household staff
 - Arrange frequent complex and detailed, domestic and international, travel itineraries including flight and hotel bookings, transfers and visas for personal and business trips
 - Create, compile and prepare reports, presentations and correspondence
- Public relations and media management services for clients including:
 - Create media and artist promo schedules, including arrival times, interview slots and meet & greets
 - Organise and budget client events, press conferences, exhibitions, open days and stunts
 - Manage PR campaigns and strategies
 - Manage and maintain key journalist relationships online, in radio, TV, print and regional
 - Work with clients on strategy, targeted media, feature ideas, identifying and communicating the USPs and ethos
 - Collaborate with influencers and digital supporters
 - Coordinate Press launches and Press days
 - Manage crisis communications to key stakeholders
 - Drive innovative PR campaigns to position talent, brands and festivals
 - Chaperone promo commitments and attend showcases, gigs, sessions as needed.
 - Pitch stories to broadcast, print and online media
 - Monitor coverage for clients and their competitors to drive campaign strategy
 - Create client reporting documents with key insights
 - Create interview prep materials, client briefings and provided media training

REALLY USEFUL GROUP

September 2019- February 2020

A fast-paced, highly demanding and discrete family-owned business. I worked closely with the President (Jessica Koravos) and Andrew Lloyd Webber on national and international show openings, as well as movie and tv adaptations. Jessica was not only the President of The Really Useful Group but she also chaired a company called The Oak View Group which I also worked alongside.

EA to President

- Extensive and detailed diary and meeting management for a constantly changing diary

- Arranged frequent complex and detailed, domestic and international, travel itineraries including flight and hotel bookings, transfers and visas for personal and business trips
- Managed the President's various business and personal inboxes, dealing with highly confidential information and responding to emails on the President's behalf where appropriate
- Ensured smooth filtering of information from the President's office to the relevant staff and vice versa
- Worked with the Senior Vice President of Production and PA to COO to ensure that the monthly board pack was delivered in a timely manner
- Liaised with the Senior Vice President of Production and Production team to ensure that the President was updated on all live projects and productions
- Worked with EA to COO and PA to SVP Production to deliver the company weekly update to Andrew Lloyd Webber
- Worked with PA to SVP Production on production invitation lists for press nights and company functions, including UK CATS (2019) premiere and Unmasked: The Music of Andrew Lloyd Webber opening night.
- Managed and updated the President's contacts
- Ensured all expense returns were completed efficiently and in a timely manner for both Really Useful Group and Oak View Group
- Managed house seat requests and all industry and personal invitations for the President's office
- Maintained an accurate and up-to-date filing system
- Lead the preparation of the monthly Board pack and supplementary materials including:
 - Created and managed an effective Board pack timeline to always achieve deadlines for pre-Board final executive review and circulation
 - Quickly established strong relationships with the team to take the lead on ensuring individual completion deadlines were met
 - Proofreading and correction of spelling & grammatical errors
 - Checked inputs to Board pack for consistency & clarity and correcting and editing as necessary
 - Ensured the President's calendar was managed to enable final review
 - Responsible for distribution of Board pack to all attendees
- Prepared and coordinated commercially sensitive and highly confidential information and documents.
- Took minutes at various meetings, distributed in a timely manner and followed up on actions as appropriate.
- Acted as the first point of contact, screening and handling calls as appropriate
- Planned and coordinated all company events including 6 monthly full company meetings and Christmas Party, including sourcing venues, catering, invitations and overseeing all logistics.
- Responsible for updating the company Christmas card and gift list throughout the year and managing the Christmas cards (physical and e-cards) process for the company for over 2,000 contacts, and Christmas gifts to over 300.
- Managed Finance and Company Secretarial deadlines on a weekly, monthly and annual basis.
- Assisted Andrew Lloyd Webber on personal and business diary management and travel itineraries when his EA was on holiday/away
- Assisted with the President's personal affairs and requests including the purchasing of new phones, arranging catering for parties and travel arrangements for family members.
- Worked alongside Oak View Group team members to ensure Jessica's diaries and company priorities were aligned
- Synchronised personal and work schedules with Jessica's house staff, family members and husband's EA
- Managed the President's property portfolio, including two UK homes and a Spanish holiday home.
- Liaised with household staff on management of properties and ensured that clothes and documentation were sent to the correct address and chores/works were completed in a timely manner.

OUTSIDE ORGANISATION LTD

September 2014 - September 2019

A fast paced, highly demanding and discrete environment. Over the 5 years of employment, I gave full administrative and secretarial support to CEO (Domonic Mohan), until his departure in 2017, and Founder (Alan Edwards), implemented organisational systems for the PR team and organised and booked several press trips for clients and staff.

Publicist

October 2017 - September 2019

- Created media and artist promo schedules, including arrival and stage times, interview slots and meet & greets for distribution to tour managers and journalists at festivals to ensure smooth running of the day
- Arranged frequent complex and detailed, domestic and international travel itineraries including flight and hotel bookings, transfers and visas
- Created and implemented a media and VIP accreditation system for large capacity festivals such as All Points East and British Summer Time
- Worked closely with disabled media and AEG team to help make British Summer Time Hyde Park the UK's most accessible and highest awarded festival.
- Organised and budgeted client events, press conferences, exhibitions, open days and stunts
- Managed PR campaigns and strategies from a small album launch with The HU to large scale festivals such as British Summer Time Hyde Park.
- Managed and maintained key journalist relationships online, in radio, TV, print and regional
- Worked with clients on strategy, targeted media, feature ideas, identifying and communicating the USPs and ethos
- Dealt with press enquiries to coordinate announcements/ exclusives with media partners
- Worked on collaborations with influencers and digital supporters
- Coordinated, managed and maintained media partner relationships and activity and oversaw press activity on-site at festivals and client launches.
- Managed media and artists requests to film and photograph events
- Coordinated Press launches and Press days
- Managed in house media lists and media distribution
- Communicated key processes and media positioning within the market for sustainability and accessibility at festivals.
- Managed and circulated crisis communications to key stakeholder and managed media and in house PR agencies in the event of a media crisis
- Media liaison with key authorities in lead up to and at the event, such as councils and local community groups
- Drove innovative PR campaigns to position talent, brands and festivals
- Wrote new business proposals and was involved in all aspects of the agency's new business strategies.
- Chaperoned promo commitments and attended showcases, gigs, sessions as needed.

- Responded quickly to inquiries and daily requests from hundreds of media contacts
- Pitched stories to broadcast, print and online media
- Monitored coverage for clients and their competitors to drive campaign strategy
- Created client reporting documents with key insights
- Created interview prep materials, client briefings and provided media training

Clients Included: AEG, Ghostlight Records, MITS Awards, One Love Manchester, Classic BRIT Awards, MOBO Awards, Carrie Underwood, Sarah Brightman, Lin Manuel Miranda, The HU, Peaky Blinders Festival and Broadwick Live

Artist Management Team

August 2015 - September 2019

- Communicated with the client's team, was the lynchpin between the client and their tour manager, label manager, social media manager, travel concierge, etc.
- Negotiated Oversaw touring plans with live agents and promoters
- Secured client partnerships and gifting with brands such as Burton, Laura Mercer, and River Island
- Fielded and managed fan correspondence, appearance and promo requests
- Booked, scheduled and negotiated hair, makeup, security, driver, accommodation, etc to events, trips and promotion
- Assisted and negotiated the management of new music and charity/brand partnerships and appearance deals for public and private events
- Accompanied clients on personal appearances, shoots, performances etc when required
- Arranged private events, from catering to location scouting
- Helped with day to day scheduling for personal and work appointments
- Assessed talent, their reliability and determined their market potential
- Helped develop and support the artists' creative vision
- Analysed data, set goals and tracked and measured results
- Drafted business plans, marketing plans and product release plans
- Developed and coordinated marketing, advertising and promotional materials
- Persued record deals, agency representation and publishing contracts
- Created plans to cultivate fan bases

Clients Included: Shayne Ward, Naomi Campbell & Beverley Knight

PA to Executive's Office

August 2015 - October 2017

- Created, compiled and prepared reports, presentations and correspondence
- Provided general administrative support including daily dictation
- Produced board meeting papers, agendas and facilities
- Improved efficiency by organising paperwork
- Managed and prioritised schedules to ensure that time was focused on critical and strategic issues
- Extensive and detailed diary and meeting management for a constantly changing diary
- Arranged frequent complex and detailed, domestic and international travel itineraries, including flight and hotel bookings, transfers and visas for personal and business trips
- Managed the various business and personal inboxes, dealing with highly confidential information and responding to emails on the President's behalf where appropriate
- Ensured smooth filtering of information from the Executive Suite to the relevant staff and vice versa
- Worked with PA to Founder on production invitation lists for press nights and company functions, including Summer Party, Exhibition Openings and Launch events.
- Managed and updated the CEO and Founder's contacts
- Ensured all expense returns were completed efficiently and in a timely manner
- Maintained an accurate and up-to-date filing system
- Prepared and coordinated commercially sensitive and highly confidential information and documents
- Acted as the first point of contact, screening and handling calls as appropriate
- Planned and coordinated all company events including Summer and Christmas Party including sourcing venues, catering, invitations and overseeing all logistics.
- Responsible for updating the company Christmas card list throughout the year and managing the Christmas cards process for the company for over 500 contacts.
- Assisted with the Founder's personal affairs and requests including renting out his Regent's Park apartment, ensuring his car MOT and Tax were up to date and travel arrangements for family members.
- Liaised with household staff on management of properties for the CEO and Founder.

Receptionist

September 2014 - August 2015

- Organised the morning's press cuttings
- Organised the CEO and Managing Director's expenses
- Transcribed the Founder's dictations and speeches
- Responsible for stationary acquisition and magazine subscriptions
- Greeted and welcomed guests and providing them with a positive first impression of the organization
- Directed guests and answered their questions
- Notified other workers of visitor arrival
- Maintained security and telecommunications systems
- Kept office secure by following procedures, monitoring logbooks, and issuing visitor badges
- Complied with procedures, rules, and regulations on keeping a safe and clean reception area
- Contributed to the team by accomplishing tasks as needed
- Answered the telephone; took and relayed messages; provided information to callers
- Provided administrative and clerical support

- Prepared letters and documents
- Received and sorting mail and packages
- Scheduled appointments and maintained appointment calendar
- Coordinated meetings and organized catering and room bookings
- Managed digital and hard-copy filing systems

ISLINGTON METAL WORKS, LONDON

September 2012 - June 2013

A fast-paced music venue, hosting a wide range of events from metal festivals to weddings. During my year of employment I used attention to detail to help brides create their perfect wedding and used my organisational skills to help create systems that enhanced productivity and reduced paperwork.

Personal Assistant & Event Coordinator

- General administrative duties - creating invoices, creating an organisational system for clients and staff, keeping on top of bookings
- Researched many important legal requirements for the venue, such as acoustic calibrations
- Created, compiled and prepared reports, presentations and correspondence
- Improved efficiency by organising paperwork
- Managed and prioritised schedules to ensure that time was focused on critical and strategic issues
- Ensured smooth filtering of information to the relevant staff and vice versa
- Prepared and coordinated commercially sensitive and highly confidential information and documents
- Acted as the first point of contact, screening and handling calls as appropriate
- Created and implemented a google drive system for brides to upload their swatches and images to ensure we could provide them with their dream wedding.
- Created event proposals to fit client requirements and presented proposals by deadline
- Maintained a working relationship with vendors and venues
- Planned event aspects, such as room capacity, seating, dining, and guest list
- Coordinated event entertainment, including music, performers, and guest speakers
- Stayed under budget while planning event specifications
- Managed and oversaw events on the day of, including problem-solving, welcoming guests, directing event set-up, communicating with staff and organising vendors
- Planned multiple events occurring simultaneously such as a wedding in the main room, a birthday party on the top floor and filming in the stable yard.

TECHNICAL SKILLS

Operating Systems: Mac, Microsoft Windows, Google Chrome

Applications: Dreamweaver, Photoshop, Microsoft Office (Access, Excel, Outlook, PowerPoint, Publisher, Word), Quicktime GoogleDrive, Zoom

Social Media: LinkedIn, Facebook, Twitter, Instagram, Google+, Pinterest, Foursquare, HubSpot, Wordpress, Blogger, Squarespace.

Productivity: Any.Do, Grammarly, Slack, Evernote, Monday, IFTTT, Zapier, Rescue Time, Todoist, Trello, Wunderlist, MailChimp

Email: Gmail, Apple Mail, Outlook, Yahoo, AOL

EDUCATION & TRAINING

12 A-C GCSEs, Langley Park School for Girls, Kent (2010)

Level 3 Live Events & Promotion Apprenticeship, DV8 Training, London (2013)

Level 4 Teaching Qualification, British Ballet Organisation, London (2014)

Ongoing professional studies in legal administration, project management, business strategies and self-improvement.

References available upon request