



LEANNE HUTTON

*Management Professional with
Community Services and Commercial
Experience*

I am an enthusiastic, experienced and confident business manager, through open communication, honesty and always with a professional and caring approach. I have a wealth of experience across several different industries such as direct sales, tourism, community services and customer experiences. This diversity of skills can be applied to many different industries and I am highly adaptable.

In the past 8 years, I have excelled as a Consultant Development and Business Manager with Equissage Therapy. This position proved to be challenging and highly rewarding. It included all aspects of recruitment, performance management and training of Consultants across Australia and New Zealand.

I have just returned from 12 months of travelling abroad in Italy and Europe where I undertook full-time Italian language and cultural studies. On a practical level, I have ABN, fully insured car and personal office set up. I am able to travel for both short- and long-term opportunities. At this point in my career, I am ready to make a change and apply my managerial and people skills in a new direction. I am seeking a challenging position with a forward-thinking organisation where my aptitude in relationship building, innovation, management and training can be applied to full advantage.

Leanne Hutton

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ABN 12 129 654 160

PROFESSIONAL EXPERIENCE

➤ 2015 - 2020

National Manager (incl Australia and New Zealand),

Equissage Therapy Australia

Equissage Therapy, is the premium therapy for horses to increase health and performance with a focus on rehabilitation, increased performance and maintenance.

ROLES

- Daily operations of a business that's turns over \$10 000 000 pa
- All Recruitment, training and performance management of 25 consultants across Australia and New Zealand. This included working with employees, contracted and Independent Contractor Agreements.
- Provided ongoing Training over 2 day Workshops every quarter for all Consultants to attend.
- Overseeing marketing initiatives across all activities including social media, print media, shows, events, online marketing, managing club lists and working with VIP's
- New product development this included participating in 3 major product upgrades, researching technology, material diversifications and trailing products
- Provided in-depth training and support in the following areas:
 - Lead generation - Online, face to face, print marketing and referral techniques
 - Sales technique - full training on the psychology of selling, provided an understanding on the customer experience, presenting solutions not products and meeting customer needs
 - Understanding communication and Body Language
 - Objection Handling Techniques - pre handle objections, setting the scene
 - Closing - pre closing situations, getting more Yes's and getting referrals
 - Customer and Client Care excellence

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➤ 2009 - 2015

Executive Officer, Foundation Barossa

The Barossa and Region Community Foundation Incorporated is known as Foundation Barossa. It is a public charitable trust established to inform and engage the whole community in the benefits of community philanthropy.

ROLES

- Community consultation, engaging, presenting and working with a Board of 10 community leaders
- Marketing activities including print media and social media
- Board activities, coordinating and scheduling Board meetings and processing incoming applications and compilations of all Foundation scholarships
- Provide written communication with scholarship recipients, universities and RTO's as required and handle all types of written and verbal communication with all stakeholders
- Ensuring corporate, legal and ATO compliance
- Further organisational responsibilities included financial management, fund raising, meeting ATO and ACCC obligations

➤ Apr 2009 - Mar 2012

Manager Carer & Community Support, Uniting Care Wesley Adelaide

The UCWA Carer and Community Support Unit employs approximately 70 people. The unit provides government funded emergency and ongoing respite for carers of aged people and people with disability. The services are provided through brokered service agencies and UCWA employees.

➤ Apr 2004 - Apr 2009

State Manager, Baptist Care SA Inc.

Baptist Care SA is a not for profit organisation providing government funded support and job placement for unemployed people with non-vocational barriers to employment.

ROLES

- Managing a team of 20 case managers who support people with non-vocational barriers to employment
- Working collaboratively with stakeholders including clients, lawyers, medical professionals and agents to gain understanding and coordinate services
- Ensuring support and placement services are delivered in accordance with the funding deed and program guidelines.

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- **Sep 2000 - Jan 2004** **Information Technology Officer, Counsellor**
Hunter Area Health Service NSW
Originally employed as Drug and Alcohol Counsellor and promoted to Information Technology Officer.

ROLES

- Managing the transition of the Drug and Alcohol Unit to an electronic client file management system
 - Counselling affected employees and dosing medication
 - Liaising with Pharmacists and General Practitioner prescribers
 - Training of all staff within the Alcohol and Drug Services division.
- **Jan 2000 - Sep 2000** **Liaison and Training Officer, Pegasus**
Pegasus is a commercial provider of services to the mining industry.
- **Mar 1996 - Dec 1999** **Cellar Door Customer Service, Grant Burge Wines SA**
- **Jan 1991 - Feb 1996** **Senior Youth Worker, Juvenile Justice NSW**

PROFESSIONAL ASSETS

- Tertiary qualifications in management, health science and training
- Extensive experience in managing financial and organisational aspects of business units
- Leadership talent, adept in training, mentoring and motivating a professional team
- Knowledge through experience in business accounting and finance
- Interpersonal skills, understands people and builds effective relationships
- A reputation for applying innovative solutions to business challenges and opportunities
- Analytical expertise in identifying patterns and trends
- A 'Change Master' - takes pride in managing change and assisting others in the transition
- Mathematically inclined and quick to apply new IT technology to increase business efficiency
- Effective time manager and organiser, meets deadlines consistently
- Advanced skills in MS Word, PowerPoint, Excel, Access and Publisher as well as MYOB and various data base software solutions.

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- Applied IT Technology to upgrade communication efficiency - replaced expensive (\$28K) annual meetings of teams from the five geographical locations with monthly web cam sessions.

CAREER DEVELOPMENT

- 2011 E Performance - Data Base & Tracking, *Uniting Care Wesley Adelaide*
- 2011 OH&S Supervisor Training, *Uniting Care Wesley Adelaide*
- 2011 Business Excellence Framework, *Uniting Care Wesley Adelaide*
- 2010 Senior First Aid, *St. Johns Ambulance*
- 2010 Manual Handling, *Pinnacle Training*
- 2005 Advanced Diploma in Alcohol and Drug Studies, *TAFE SA*
- 1997 Wine Product Knowledge Certificate II, *TAFE SA*
- 1996 Certificate III in Aged Care, *TAFE SA*

EDUCATION/QUALIFICATIONS

- Current Masters of Business Administration (Health), *Flinders University*
- 2010 Bachelor of Health Science - Major in Management, *Flinders University*
- 2007 Certificate IV Frontline Management, *RTO Career Boss*
- 2005 Advance Diploma of Alcohol and Other Drugs, *Tafe SA*
- 2003 Certificate IV in Workplace Training and Assessment, *RTO Workplace Education*

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OTHER INFORMATION

Status:	Australian born, Australian Citizen
Interests:	Horse riding Bushwalking
Sport/Fitness:	Netball - former player, now official Water skiing Achievement
Community:	Riding for the Disabled - committee member West care for the Disadvantaged - Christmas dinner provider Lovina Orphanage Bali - volunteer language teaching and housebuilding Tanunda Netball Club - Child Safety and Compliance Officer
Networks:	Australian Health Science Management Association - Associate Fellow Australian Institute of management