

CRAIG LANCASTER

PERSONAL SKILLS

Rapport Building
Creative Spirit
Reliable and Professional
Organisational Skills
Time Management
Team Player
Fast Learner
Motivated

PROFESSIONAL SKILLS

Curriculum Knowledge
AITSL Standards
TfEL Framework
Disability Education Standards
Melbourne Declaration
Management & Leadership
Effective Communication
Complex Problem Solving
Technical & Software Skills

CONTACT

0403 306 300
hello@craiglancaster.net
craiglancaster.net

REFERENCES

KAITLYN HAWKING | 2020 MENTOR
Errington Special Education Centre
0400 279 334
kaitlyn.hawking774@schools.sa.edu.au

NIKI TAKOS | 2020 MENTOR PRINCIPAL
Errington Special Education Centre
0409 625 323
Niki.Takos959@schools.sa.edu.au

MIKE FIDGE | 2019 MENTOR
Mitcham Primary School
0422 137 842
Mike.Fidge708@schools.sa.edu.au

BELINDA LEE | MANAGER
BWS Ascot Park
0412 568 517

PROFILE

An enthusiastic, motivated and career driven professional, offering over 20 years' experience in a diversity of roles complemented by a strong academic performance in University studies and a proven ability to establish strong relationships with staff, students and families in various educational settings.

EDUCATION

BACHELOR OF EDUCATION (PRIMARY R-7 AND SPECIAL ED)
BACHELOR OF DISABILITY STUDIES
Flinders University | 2017 - 2020

PROFESSIONAL TEACHING EXPERIENCE

ERRINGTON SPECIAL EDUCATION CENTRE
Middle School Classroom | 27 April, 2020 - 5 June, 2020

- 8-week Practicum in middle school classroom educating students with various intellectual and physical disabilities
- Built strong professional relationships with teachers, administrative staff, leadership and families
- Designed and implemented online teaching methods due to COVID-19 restrictions
- Attended professional development sessions including '7 habits of highly successful people'
- Participation in staff meetings
- Developed lesson plans and behaviour management strategies for students with various disabilities

MITCHAM PRIMARY SCHOOL
Year 5/6 Class | 22 July, 2019 - 16 August, 2019

- 5-week Practicum in co-educational grade 5/6 classroom
- Built strong professional relationships with teachers, administrative staff, leadership and families
- Participation in staff meetings
- Lesson planning and development of behaviour management strategies for students

EDWARDSTOWN PRIMARY SCHOOL
Reception Class | 05 February, 2018 - 23 February, 2018

- 3-week Practicum in co-educational reception classroom

AWARDS

GOLDEN KEY HONOUR FOR ACADEMIC ACHIEVEMENT
Flinders University

CRAIG LANCASTER

PROFESSIONAL TRAINING

Implementation of Future of Financial Advice Legislation
Branch Management, Security and Auditing
Sales and customer service skills
Financial Services Reform (FSR) Tier 2
Conflict Management

PREVIOUS EMPLOYMENT HISTORY

BankSA
Transaction Banking Manager
August 2010 - October 2012

Westpac
Customer Manager
January 2008 - August 2010

Westpac
Business Development Manager
September 2006 - January 2008

Westpac
Business Coach
March 2006 - September 2006

Westpac
Call Traffic Analyst
October 2005 - March 2006

Westpac
Sales Representative
October 2003 - October 2005

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EMPLOYMENT HISTORY

BWS | LIQUOR TEAM MEMBER

McLaren Vale & Ascot Park | February 2017 - Present

- Maintaining a high level of professionalism in all interactions with staff and customers while representing the company
- Providing advice and recommending products to customers to best meet their needs
- Working as a cooperative team member, consistently supporting others when required
- Executing all tasks assigned by Manager diligently, on schedule, and to the highest standard
- Working with team members to achieve daily, weekly, and monthly targets
- Participating in meetings and voicing concerns as well as suggestions for improvement
- Answering or escalating concerns and queries from customers, vendors or other stakeholders
- Processing payments and credit card transactions, accurately handling money
- Carrying out additional physical tasks associated with the role
- Performing cleaning duties as required, ensuring a hygienic environment at all times and adhering to covid-19 guidelines
- Following and adhering to all responsible service of alcohol regulations and guidelines

BANKSA | BANK MANAGER

McLaren Vale | January 2016 - February 2017

- Managed a team of staff including tellers and sales representatives
- Ensured branch was adequately staffed, resolved staffing issues, reviewed performance plans and kept staff informed of current bank practices and issues
- Ensured compliance of branch with legislation, regulations and company policy
- Sourced sales opportunities and financial solutions for customers
- Worked to increase sales of products and services, attracting new and existing customers
- Built the bank's profile within the community and provided marketing services within the branch by attending community meetings, arranging sponsorship and creating relationships with local businesses
- Actively reported to management on a regular basis

WESTPAC | PERSONAL BANKER

Mildura | December 2012 - January 2016

- Working with customers to meet their financial needs (including accounts, insurances and lending) through the provision of high-level customer service
- Aided customers in opening, managing and optimizing their accounts and other products
- Pursued leads and potential customers to expand services and products offered
- Provided advisory services for clients regarding available financial services
- Referred clients to financial specialists in the event of specialized needs
- Resolved issues regarding customer accounts
- Performed other administrative duties (such as data entry into in-house software)
- Successfully built relationships with referred sources within the community