

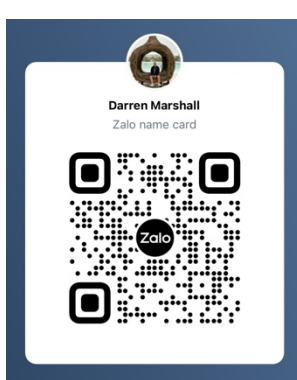
Mr Darren Marshall

British Nationality

English native speaker

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Professional Summary

Dynamic and experienced professional manager and English language conversation instructor with over 30 years of professional expertise. A British native English speaker from Yorkshire with a strong background in teaching, particularly for children and individuals with special learning needs. Proven leadership in managing teams and operations, combined with excellent communication skills. Adept at creating engaging learning environments, fostering strong relationships with families, and enhancing the visibility of educational centres.

Work Experience

Professional Team Leader

Lancashire County Council, Facilities Management, Lancaster, UK

2011 – 2025

- Led a team of facilities staff, overseeing day-to-day operations and ensuring high-quality service delivery.
- Managed catering operations, including planning, event coordination, and staff training.
- Developed and implemented training programs for staff, including First Aid and safety protocols.
- Acted as the primary liaison with clients, fostering strong relationships and ensuring customer satisfaction.
- Supervised the management of the LCC building, overseeing conference bookings and health and safety compliance.

English Teacher

Lancaster, UK

2010 – 2015

- Provided conversational English lessons to second language (L2) speakers, focusing on pronunciation and comprehension aligned with proper British English.
- Specialised in teaching children, including those with special learning needs, tailoring lessons to individual abilities and learning styles.
- Encouraged students to build confidence in their conversational skills through interactive, engaging activities and real-life practice.
- Developed personalised lesson plans that integrated cultural insights and practical language use, enhancing students' overall fluency.

- Worked closely with families to monitor student progress and adjust teaching methods to ensure optimal learning outcomes.

Head Operational Manager

Gilpin Hotel, Levens, Kendal, UK

1995 – 1996

- Led kitchen operations, focusing on planning, development and quality control.
 - Managed a team, ensuring consistent, high-quality operation.
 - Conducted conversational English sessions for L2 learners, helping staff improve their language skills and confidence in using English in professional settings.
 - Focused on pronunciation and comprehension to support better communication within the hospitality environment.
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Education

City and Guilds of London Institute

Bachelor of Hospitality Management (BHM)

Hotel and Catering Training Board, Middlesbrough, UK

1987 – 1989

Secondary Education

Eagles Cliffe Comprehensive, Eagles Cliffe, UK

1982 – 1987

Skills

- **English Language Instruction:** Tailored English lessons for diverse learners, including children with special needs and second language speakers.
 - **Leadership & Management:** Over 30 years of experience managing teams, operations, and educational environments.
 - **Communication:** Strong interpersonal skills, capable of building relationships with families and engaging with communities.
 - **Operational Management:** Expertise in overseeing day-to-day operations, staff training, and customer service.
 - **Health & Safety:** Qualified in First Aid and experienced in implementing safety protocols.
 - **Technical Proficiency:** Skilled in computer use and office applications.
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Additional Information

- **Certifications:** Craft Trainer Award, First Aid Qualification.
- **Interests:** Passionate about language education, culinary arts, and community engagement.