Ashford Business Services Ltd

Amelia Hart

Office Administrator

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Research Interests

Office administration, records management and customer service in small businesses.

Education

Business Administration Diploma | Birmingham City College | 2021
Thesis: How small offices keep accurate records: a case study of two Birmingham firms

Publications

1. Hart, A. (2025). Tidying the filing system: a small-office case study. Office Management Journal, 12(3), 44-49.
2. Hart, A. (2024). First-contact resolution in busy front desks. Customer Service Review, 8(2), 21-26.
3. Hart, A. (2023). A one-page induction checklist for new starters. Office Practice, 5(1), 10-13.

Teaching Experience

Induction Trainer | Birmingham City College | March 2023 - October 2026
- Cut invoice processing time by 20% by tidying the filing system and adding a simple tracker.

Presentations and Memberships

Hart, A. (2025). Paperless filing on a small budget. Midlands Office Managers Conference, Birmingham.
Member, Institute of Administrative Management