

# ZOE EJIOFOR

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## PROFESSIONAL PROFILE

Calm, thoughtful, and highly organised professional with experience managing sensitive data, coordinating complex casework, and delivering structured support across government and regulatory environments. Skilled in handling confidential information, prioritising competing demands, and working independently, remotely, and collaboratively with researchers, policy officials, and senior leaders. Recognised for meticulous attention to detail, strong analytical capability, and a solutions-focused approach.

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## PROFESSIONAL EXPERIENCE

### Personal Assistant & Business Support Officer

Department of Health & Social Care (DHSC) | September 2024 – Present

- Coordinate diaries and priorities for senior civil servants within the EU & International Directorate, resolving conflicts and ensuring alignment with strategic objectives.
- Maintain oversight of divisional portfolios, ensuring commitments reflect policy priorities and operational needs.
- Build and maintain relationships across DHSC, other government departments, and external stakeholders to support delivery of international health policy.
- Lead coordination of responses to cross-departmental commissions, collating inputs from multiple teams under strict deadlines.
- Provide business support: Includes drafting responses to healthcare provision queries abroad and ensuring policy areas are compliant with the UK General Data Protection Regulation.

### Case Officer

Health and Care Professions Council (HCPC) | May 2024 – August 2024

- Assessed character and health declarations of applicants, determined outcomes, or escalated cases to external panels.
- Investigated allegations of misuse of protected titles/functions, ensuring accurate and fair case progression.
- Consistently exceeded departmental key performance indicators, including case closure targets.
- Managed enquiries from applicants, registrants, and the public with professionalism and empathy.

### Graduate Trainee in Tax

KPMG | September 2022 – October 2023

- Managed day-to-day operations of large financial services accounts, escalating risks appropriately.
- Supported clients in adopting technology solutions, which included AI-enabled tools through KPMG's Digital Gateway.

- Contributed to pitch creation from initial concept through to delivery for major prospective clients.
  - Prioritised workload effectively in a deadline-driven environment, applying commercial awareness to tailor solutions.
  - Organised and launched a mental health and wellbeing initiative that became a recurring quarterly event.
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## EDUCATION

**PhD in Intellectual Property (Patent) Law**, University of Edinburgh | September 2024 – Present

**Master of Laws (LLM)**, University of Manchester | September 2021 – September 2022 Result: Merit

**Bachelor of Laws, with Honours (LLB)** University of Manchester | September 2018 – July 2021 Result: First Class

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## KEY SKILLS

- **Stakeholder Management:** Experienced in liaising with clients, regulators, internal and external teams, and senior leaders to ensure clear communication and effective issue resolution.
- **Information Handling:** Skilled in managing sensitive data, applying governance principles, and maintaining confidentiality.
- **Initiative & Escalation:** Proactively identifies needs, drives work forward and escalates issues appropriately to ensure timely resolution.
- **Communication:** Communicates complex information clearly and confidently, adapting style to audience to support effective decision-making.
- **Organisation & Prioritisation:** Strong ability to manage competing deadlines, coordinate multiple workstreams, and maintain structured workflows.