



# ANDREEA SILVIA FRANCIS

I bring a broad background in family court proceedings, gained through administrative and direct courtroom roles, and now offer direct support as a McKenzie friend, and private court advice to individuals seeking clarity, reassurance, and practical solutions.

Drawing upon regular involvement in issuing precise court orders, bundles and court documents, coordinating hearing arrangements, and handling complex family scenarios, I provide calm support to individuals who might otherwise struggle with legal jargon and procedural demands.

My priority is to bring clarity, reassurance, and practical direction throughout every phase of court engagement while drawing on genuine empathy and in-depth knowledge to promote fair outcomes for families in need.

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Gloucester, UK

Bilingual English/Romanian

## COURT EXPERTISE

- Family Court Procedures
- Evidence and Case Preparation
- GDPR Compliance
- Child Arrangements
- Non-Molestations
- Occupation Orders
- Breach of Orders
- Appeals
- Cafcass Guidelines
- Family Procedure Rules
- Matrimonial Causes
- Legal Disclaimers

## PROFESSIONAL COMPETENCIES

- CVP Hearings
- Family Court Hearings
- Producing Court Orders
- Recording and Transcript of Hearings
- All Family Court application forms
- ID Checks
- Visa Checks
- DBS Checks
- Contracts Creation
- Confidential Data Handling
- Special Safety Measures
- Court Clerk Duties
- Court Etiquette

## WORK HISTORY

### CLIENT CONTACTS & BUSINESS MANAGER

GLEVUM SECURITY LTD

MAY 2025 - ONGOING

#### Role Overview

Initially appointed as Project Manager to lead the transition from paper-based systems to streamlined digital processes, improving efficiency, accessibility, and record accuracy across the business. Following successful delivery of the implementation, progressed into a broader Client contracts and Business Manager role, taking responsibility for day-to-day operational support, service delivery, and continuous improvement across multiple business functions.

#### Key Areas

- Led the planning and coordination of a business-wide digital transformation project, including system implementation, documentation migration, and process redesign.
- Managed change delivery across the organisation, ensuring smooth adoption of new workflows and improved operational consistency.
- Oversaw day-to-day operational support across multiple functions, ensuring service standards and business continuity were maintained.
- Managed client relationships, responding to enquiries and maintaining high levels of customer satisfaction across a diverse client base.
- Conducted regular site and client visits to support operations, identify issues early, and ensure compliance with service requirements.
- Supported internal teams with scheduling, reporting, issue resolution, and service improvements to enhance performance and efficiency.

### COURT ADMIN OFFICER/COURT CLERK

HMCTS

FEB 2023 – APRIL 2025

#### Role Overview

I offer a service grounded in genuine empathy, strong procedural understanding, and deep dedication to those navigating sensitive Family Court matters. This role involves speaking in open court, producing accurate orders that reflect the judge's decisions, and engaging with families who face highly charged personal circumstances.

#### Key Areas

- My role includes clerking remote and in-person hearings for private law cases, non-molestation applications, care proceedings, and divorce matters while maintaining reliable and thorough records of each session's discussions and outcomes.
- I have acquired a broad understanding of complex family challenges through exposure to genuine accounts from parents seeking child contact, individuals seeking personal protection, and couples navigating emotionally charged relationship difficulties.

- Case Paperwork Management
- Client Confidentiality
- Document Review
- Remote Hearings
- Case Law Research
- Conflict Management
- Case Strategy
- Effective Negotiation
- Advocacy Skills
- Family Mediation
- Dispute Resolution
- Drafting Statements
- Skeleton Arguments

## TECHNICAL SKILLS

- MS Excel
- MS Word
- MS PowerPoint
- MS Teams
- E-Bundling Tools
- Multiple Legal Software Programs
- Online Hearing Platforms

## EDUCATION

### MCKENZIE FRIEND UK NETWORK

Further Training for Professional McKenzie Friends (Ongoing)

### GLOUCESTERSHIRE COLLEGE

Business and Administration (Level 2)

Understanding Autism (Level 2)

Non-Front Line Security SIA License

Interpreter & Translation Course (Level 5)

Translator & Interpreter Training (Level 3)

- I am involved in issuing official documents within precise timeframes, adhering to Family Court protocols that promote fairness, and working calmly with judges, legal teams, and private individuals under intense circumstances.
- Coordinate listings for in-person, remote and hybrid hearings, set up physical courtrooms for attended matters, and confirm that parties receive accurate documentation on time while safeguarding confidential data.
- Address urgent applications linked to children or vulnerable adults, handle final orders for intricate family disputes, and track each case's progress to maintain correct timetables and updated information for every party.

### Skills Highlight

- I maintain strong public speaking abilities in courtroom settings because I regularly address parties from all walks of life and clarify procedures that might appear daunting without structured guidance.
- Remain calm when interacting with individuals under stress, providing reassurance through respectful language and a measured approach that helps diffuse tension and promote focus on constructive solutions.
- My interpersonal style relies on kindness and clarity at every stage, which benefits parents, guardians, and other parties who need straightforward explanations of court procedures and administrative processes.

### Key Achievements

- Issued more than **500** legally binding documents within **12** months, spanning private law applications, care proceedings, and non-molestation applications, occupation order applications with each text checked for accuracy and clarity.
- Coordinated more than **10** remote or hybrid hearings per week, verifying that participants had access to electronic links and interpreting services when required, thereby decreasing the likelihood of adjournments.
- Trained new team members in courtroom protocols and document handling procedures, which included live demonstrations of correct data entry methods and real-time feedback in private law and public law hearings.
- Resolved enquiries for more than **200** families regarding hearing dates, courtroom availability, and procedural steps, which reduced confusion and made court processes clearer for people who felt anxious about representing themselves.

### CONSULTANT/INTERPRETER/ MCKENZIE FRIEND

SELF-EMPLOYED – THE GOLDEN LIONESS

SEP 2019 - CURRENT

- In this capacity, I provide individuals with structured assistance in navigating official documentation, lodging applications, and interacting with government bodies, resulting in beyond **50** completed submissions every quarter
- My approach includes thorough assistance with complex benefit applications, translation and interpretation of documents, identification processes, and negotiation of housing matters, reflecting a commitment to clarity that could be applied to intricate family court proceedings.
- Have offered direct support in beyond **50** cases where individuals risked losing stable accommodation, creating swift action plans and securing relevant evidence for local authorities.
- My involvement has included drafting more than **100** formal letters on behalf of clients, maintaining accurate records of each communication, and resolving disputes through persistent liaison with institutions across the country

### ADMINISTRATOR/TRANSPORT CO-ORDINATOR

(ADULT SOCIAL CARE DEPARTMENT)

### RECRUITMENT ADMINISTRATOR (HR DEPARTMENT)

GLOUCESTERSHIRE COUNTY COUNCIL

MAR 2022 - DEC 2023

### INTERNAL RECRUITER/ADMINISTRATOR (TEMPORARY CONTRACT)

OXFORD IMMUNE ALGORITHMICS

APR 2021 - FEB 2022

### ADMINISTRATOR/ACCOUNT MANAGER

GAP PERSONNEL

MAY 2015 - 2019