

NAME

Current job title

CONTACT



PHONE



EMAIL



ADDRESS

SKILLS

PROFESSIONAL

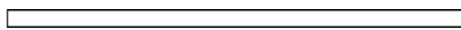
Business Development & Process Improvement



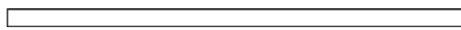
Transformation & Change Management



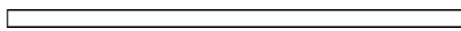
Project Management (Prince2 / Agile)



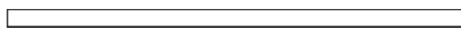
Programme Management



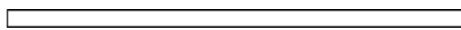
Engagement & Communication



Training Development & Delivery



Management & Leadership



PROFILE

I am an experienced change leader with a 20yr track record of delivering transformational change in organisations and empowering staff and managers to develop and deliver highly performing projects, teams and services.

I am skilled at defining and developing organisational culture using a range of business transformation and change management techniques. With my excellent communication and engagement skills, I'm able to convey the organisations aims and values and lead with enthusiasm and by example to motivate and inspire others to deliver change.

PROFESSIONAL EXPERIENCE

Job Title

Organisation and time held position

- Led Corporate Service team projects delivering a transformation programme that realised £7.5m in business efficiency/project benefits. Led on key deliverables: Developed Programme Audit Toolkit, Change Readiness Plan, Change Impact Assessments, Benefits Realisation Plans, communications and engagement plans, and development of the Programme Management Office (PMO).
- Project Managed the delivery of key elements of the Business Transformation Strategy including transformation of Pre-tenancy, choice based lettings and void management resulting in redesign, process re-engineering and streamlining of service provision to deliver £1m of efficiencies.
- Designed and delivered stakeholder events to engage staff and customers in the transformational change projects and roll out of new IT systems and solutions.
- Developed and delivered training to 60 staff on Project Management and Business Process Improvement Techniques (BPI).

Job Title

Organisation and time held position

- Led the delivery of the £3m customer access programme leading a team of project managers in developing a 20 seat multi-channel contact centre, CRM solution, web services and social media systems, business process re-design and electronic document management system.
- Developed and configured the new contact centre solution by designing Intelligent Voice Routing (IVR), call workflows, processes and scripts.
- Project managed the development of the CRM system resulting in the development of product specification documentation, identifying configuration and integration requirements and undertaking product evaluation of tenders.
- Undertook a review of business requirements for development of an electronic document management system leading to development of a business case for procurement of a new solution.

NAME

SKILLS

➤ TECHNICAL

Microsoft Office Suite



Process Mapping Microsoft Visio



Google Apps



Social Media



Powerpoint / Prezi



BrightWork Project Management



TRAINING

World Class Leader
Torus Leadership Programme
2018

Agile Foundation
2017

Prince 2 Practitioner & Foundation
APMG International
2012

Cert CIH // Pass
Salford College
1997-1998

ILM // Level 3
Bury College / Bury MBC
2006

PROFESSIONAL EXPERIENCE

Job Title

Organisation and time held position

- Delivered an 11% increase in Green Vale Homes STATUS customer satisfaction survey results (from 80% to 91% satisfied). This benchmarked nationally within the sector in the Top 3 across all customer satisfaction comparators (2011).
- Led on the creation of the organisation's customer service strategy and the development of a staff training programme. This resulted in 450 staff receiving customer service training.
- Project Managed a new complaints management system, policy and procedures leading to a 300% increase in captured complaints and a 65% decrease in complaints passed to the final stages.
- Led a project teams to undertake a review of customer contact and project managed the procurement, development and implementation of a cross site, multi media channel contact centre (60+ seats)

Job Title

Organisation and time held position

- Managed the housing management functions including customer service team (contact centre), housing options team and sheltered housing service.
- Led a review of sheltered housing team resulting in a redesign of service provision and efficiencies reducing staffing levels from 18 to 14.
- Introduced service improvements to the customer facing services and call centre team including self-service kiosks, call centre pilot and new service standards which contributed to an 11% increase in overall customer satisfaction and a reduction in average call handling times.
- Project managed, developed and implemented a new choice based lettings housing allocation system enabling the organisation to meet new regulatory requirements and shift to an online allocations system.

REFERENCES



Add details



Add details



TWITTER