

## Curriculum Vitae

### Profile

With over 10 years strategic and operational success reporting to first tier (Director level) and above, I am fully experienced in working directly with the Council Executive, Executive Members and Chief Executives in leading large and diverse multi-skilled workforce groups to achieve targets and successfully deliver multi-million pound contracts across multi-site operations. Solid track record in delivering results which are customer focused and financially astute with extensive procurement achievements delivered to deadline. Media and politically aware with language skills in French and Flemish, looking for new challenges where I can make a real impact in cost and customer terms.

### Professional Achievements

#### **Local Authority, Interim Service Manager Highways & Parking, 2008**

Responsible for Highways Maintenance (Client), Network Management, Street Lighting & Traffic Signaling, Rights of Way and all Parking enforcement, car parks and park & ride matters. Overall responsibility for 100 staff and £17m pa budgets, major projects include:-

- Performance improvement for the Highways Term maintenance contract
- Contract renewal for term maintenance contract and traffic signal maintenance contract
- Culture change and performance improvement in parking services
- Service planning, performance management & management development – all services
- Ensuring continuity of delivery for all aspects of these services on a day-day basis

#### **Borough Council Service Leader for Highways & Parking Services Dec 2004 – Jul 2007**

- Successfully delivered £3.2m pa highways maintenance operations on a 600km suburban city network responsible for 70 technical, admin and frontline employees together with vehicles, plant & equipment
- Ensured success of a £2.2m parking enforcement Pay & Display operation using an in-house and contractor resource mix for both areas of operation
- Put in place a clear business improvement plan for highway maintenance operations which delivered £400k pa savings on £3.2m pa spend in 2006-07
- Leader of culture change and business improvement programmes delivering clear customer and financial benefits involving external procurement efficiencies. All urgent Jobs are now responded to >95% on time
- Initiated and delivered introduction of SAP Customer Relationship Management and Vehicle tracker technologies and processes achieving improvements in efficiency and customer service
- Improved contract specification and re-let a £600k pa parking enforcement contract including management of media interest around this sensitive area

**Borough Council****Project Manager for Service Improvement in Environment Operations****Aug – Dec 2004**

- Introduced new induction procedures and began the programme for achieving Investors in People across the whole department.
- Delivered workshops to re-induct 300 employees within 3 months to start the programme for gaining Investors in People awards across the department

**Borough Council****Project Manager for Performance Improvement in Housing Repairs****Mar 2003 - Aug 2004**

- Delivered culture change and performance improvement programme for multi-skilled, unionised building trades workforce. This resulted in improved day to day maintenance response across a housing stock of 10,000 properties co-ordinating 50+ operatives, vehicle, plant, materials and equipment within a £3m pa spend.
- Significantly improved value for money and performance on £1m pa vacant property maintenance. Turnaround per property reduced from over 40 to under 20 days for BVPI performance.
- Introduced modern service delivery processes and improvements in a public housing repairs context. Improvement on vacant property maintenance from 40+ days to less than 20 days turnaround using project management techniques.

**Borough Council****Service Leader for: Parks & Amenity Management borough wide****Jun 2001 - Mar 2003**

- Reshaped services in green-space maintenance delivered with 150 managers and operatives moved to new, modernised ways of working and pay.
- Removal of old performance bonus schemes and replaced with modern performance management systems and quality output based contracts.
- Externalisation of a £400k pa in-house machinery supply, procurement of external supplier

**Borough Council****Service Leader for: Environment Services Contracts****Sept 1997 - Jun 2001**

- Successfully delivered £3.5m pa contract services in a very competitive market comprising:-
- grounds maintenance (£2m pa)
- street cleaning (£1m pa)
- arboriculture & landscape (£500k pa)
- overall responsibility for over 150 managers, supervisors admin and staff, 55 vehicles together with all machinery & heavy plant on a mobile working basis
- Bid for and won large-scale grounds maintenance contracts valued at £700k pa

**Borough Council****Responsible for: Management of Parks & Open Space Maintenance****Oct 1991 - Sept 1997**

- Ensured successful delivery of a large-scale grounds maintenance contract of £500k pa across a 250 site portfolio with
- Client side responsibility for the Brophy GM contract for all internal client stakeholders
- Contract specification and monitoring
- Bedding plant procurement and distribution for whole borough

<b>Commonwealth War Graves Commission, UK &amp; Europe</b> based in France & Belgium	1987-91
<b>Landscape Design Student</b> Pershore College of Horticulture	1984-87
<b>Ned Yates (Landscape Contractors)Ltd.</b>	1982-84

### **Personal Training & Development**

SAP Finance, CRM and Works Management	2007
Capacity Building Programme: Manchester Business School	2006
Managing for Excellence – Borough	2005
BA (Hons) Business Management (2:1)	1997
Certificate in Management Studies (CMS)	1995
Diploma in Landscape Technology	1987

### **Additional Training**

Manchester Business School - Capacity Building Programme Modular course on the key theory & practice in local government modernisation and organisational change	2006
--	------

Managing for Excellence (in house) A full range of techniques to improve and develop management skills, learning & development and performance management	2005
---	------

### **One day and short duration courses**

Asbestos Awareness	2004
Machinery awareness	2002
Manual Handling	2000
Risk Assessment	1999
Investigation Skills (NWE0)	1998
Discipline & Grievance	1998
Recruitment & Selection	1998

### **Memberships**

Fellow of the Chartered Managers Institute	FCMI
Associate Member of the Institute of Business Consultants	AIBC