

Key Specialities:

- Managing extensive range of traffic and transport services to the value of £30m
- Leading at strategic and operational levels both in public and commercial sectors
- Chairing and managing strategic project management boards
- Developing partnerships and relationships
- Member of Executive boards and presentation of complex reports at Cabinet Committees
- Change management – Introduction of Asset Management, Re-Structure of Highways Services, process change, increase productivity
- Business Process Re-engineering
- Major service restructure embracing value for money
- Contract procurement and management
- Development of Business Plans and Forward Planning Processes

Summary Profile

I am an experienced senior manager of Highways services, to Head of Service/Assistant Director Level.

I possess 28 years public sector experience, 16 years at senior professional level with a successful track record at strategic and operational levels, managing and developing extensive range of traffic and transport services from a wide spectrum of public realm environmental issues to community services. More recently I have gained valuable experience as an independent consultant delivering interim management assignments in heading partnering contracts both from the public and commercial sectors leading on major integrated partnership contracts with four local authorities. I am experienced in managing over 130 directly employed staff, contractors, consultants, etc.

I have expertise in developing multi-agency partnerships, notably with Transport for London, Blue Light Services, Communities, Neighbouring Authorities and voluntary agencies. I am highly skilled at working with new teams to secure customer focus, drive forward change management and rapid delivery of coherent Performance Management Systems (PMS) that include systematic monitoring coupled with the appraising of staff and the setting up of tangible work plans backed up by regular one-to-ones. This PMS has been my backbone of embedding a performance culture and I have achieved consistent upper threshold CPA (now CAA) performance and continuous improvement.

Sample of Key Performance achievements:

- London's most improved Transport infrastructure 2007

- School Travel Plan Borough of the year 2004
- UK Runner up – Innovative Road Safety Scheme – Home Zone
- 2005 Borough of the Year by TfL at Sustainable Transport Awards Top performing borough in London in the reduction of KSI's
- Government upper threshold achievement in road safety 2006
- Government upper threshold achievement in the condition of highway network
- Launch of Haringey's Streetscapes manual in 2007
- Award of £5m government funding for the construction of a new road in Haringey
- Turning losses into profits within three months for AccordMP
- Integrated services between the commercial and public sectors
- Building complex relationships and Complex negotiations
- Raising public perception on highways by 22%

Employment History:

June 2008 – Present:

LB Merton – Interim Head of Traffic, Highways & Parking Services

As Head of newly formed Service, I provide a comprehensive and effective Traffic and Highway Management Service to the residents and businesses of the Borough, ensuring high quality services and advice in accordance with Council Policy. My quick wins have been the:

- Development of operational policies and strategies for the effective delivery of the service, formulating service and business plans to ensure that resources are managed in accordance with Departmental and Council priorities.
- Development of a robust financial management system that enables close monitoring of a £15 programme
- Development of forward programme and associated scheme initiation documents to monitor and manage major capital and revenue budgets for the Service ensuring resources are managed in accordance with Council requirements.
- Establishment of excellent rapport with Councillors, colleagues, the public internal and external partners and third parties and to forged links with colleagues in neighbouring boroughs and professional organisations.
- Delivery of the Traffic Management Act 2004 and to fulfil the role of "Traffic Manager" in relation to the requirements of that legislation.
- Contribution to the management of the Division and Department, including Departmental and Corporate initiatives and representing the Director at high level strategic meetings with internal and external partners.

April 2008 – June 08:

LB Newham - Interim Traffic Manager, Head of Network Management, LBPN, Parking and member of the Olympics management team

Responsible for setting up the Network Management Duties and team as required under the TMA. Duties include development of Network Management Plan, setting up the permit scheme, producing the NMD report to DfT, development of IT systems for permitting, noticing, FPNs and, advance planning etc. Additionally lead on parking plan and associated programmes and as Sector Leader for London Bus Priorities for eight authorities I chair the relevant sector meetings.

Jan 2008 – April 08: Interim Head of Operations Surrey County Council West Area:

I was responsible for the co-ordination, control and delivery of the major capital programme of work for a designated area in a customer focused way to agreed standards, ensuring performance and value for money from Contractors. I assisted in the identification, planning, development, integration and implementation of works programmes and services aimed at enhancing the infrastructure assets for long term benefit of the County Council making the experience of travel in Surrey safer, sustainable, and more predictable with more choice.

Sept 2007 - Jan 2008:

General Manager - AccordMP Professional services Integrated Highway Contracts Harrow and Hillingdon £15m per year:

As General Manager I was responsible for professional services partnership contracts for Harrow and Hillingdon Councils on a five + five year contracts that embraces relationships and the design and delivery of mainstream traffic and transport schemes and day to day reactive maintenance. In partnership with the local authority I have developed a clear vision underpinned by strategic objectives that is the blueprint for achieving improvement plan objectives with a key emphasis on corporate priorities and key KPI's balancing both the public and commercial sector needs. This change management process was welcomed and positively acknowledged through the council's Scrutiny process.

2002 - Sept 2007:

Head of Highways (Inc TM, Rd Safety, CPzs etc) - London Borough of Haringey:

Promoted to Head of Highways in 2002 at a time where the service was seen as failing. I enjoyed five years of continuous success raising the profile of the highway service throughout

London and within the political arena. My service significantly and steadily improved performance in

particular to Government CPA upper threshold levels in road safety, condition of the road network,

facilities for people with disabilities and in raising public perception acceptance levels to London

wide averages.

1994 – 2002 London Borough Haringey - Group Manager Road Safety

I was responsible for managing a group of 18 staff, leading on the delivery of Traffic Management schemes and road safety techniques and preventative measures ensuring the reduction of personal injury accidents.

1986 – 1994 London Borough Camden – Assistant Group Manager

Responsible for the management of contracts associated with the delivery of transport and traffic projects namely highways maintenance, road safety schemes, resurfacing schemes etc.

1983 – 1986 Greater London Council – Traffic Signal Engineer

Worked as part of a team in scheme appraisal, computer design and implementation of traffic signal junctions throughout London. This involved working closely with local authorities, external stakeholders and communities.

1980 – 1983 Greater London Council – Trainee Civil Engineer

I was part of the Solid Waste Management Team responsible for procuring civil works and for the design and implementation of refuse civic amenity and landfill sites throughout London

Summary of Career Experience

Since joining local government back in 1980 I have worked in a variety of roles from the front line to senior management, culminating in my roles as Head of Highways in Haringey and more recent Head of Service for LB Merton and through interim roles as General Manager (equivalent to Assistant Director) with AccordMP, Head of Operations with Surrey County Council and heading the Network Management service in Newham Council. I have managed departments with up to 150 staff and budgets between £20M and £30M, covering the full range of Traffic & highways services inclusively from inception through to implementation.

In addition to leading and contributing as a member of senior management teams, I have led on key initiatives within local government and in the commercial sector. In particular, I have gained valuable skills in driving change management and developing multi-agency partnerships, especially within the public realm sector, implementing new and integrated ways of working, maximising value for money and attracting third party investments. I have a track record in leading change management within the public and commercial sectors.

I possess strong budget and performance management skills and have extensive experience of managing budgets up to the value of £30 million. I believe I have good negotiation skills with good stable record of achieving excellent fee generated income over £2m per annum. Additionally through my relationships I believe I have a good track record of securing external funding from different bidding regimes.

Key Achievements

- Successfully restructured and merged the then two disjointed Highways services bringing together a seamless highways service integrating transport, traffic design, maintenance and implementation under one umbrella, this to created a more customer-focused and coordinated service.
- Led and managed the Highways Maintenance Business Process Re-Engineering review on how reactive maintenance was delivered in the borough. The process for reporting and repairing defects was identified for review as it was a high profile concern area for the politicians, and public. This had a major influence on public perceptions of the image of the Council and was subject to an increasing number of insurance claims.
- Set up the LB Haringey and Newham Network Management Teams responsible for the coordination of all highways activities; these included links with TfL, and neighbouring authorities as required under the Traffic Management Act.
- Played a significant role the development of the Council's LIP statutory document that set out the plan of how the Borough proposes to implement the Mayor's Transport Strategy in Haringey. This has included the development of 4-year projects and programmes with indicative proposals for 2009-2011.
- Successfully developed key strategic long term road safety objectives. Haringey was the best performing London Council in reducing KSI's in 2005. Additionally the objectives enabled my service to meet LPSA stretch targets. In 2004 KSIs were reduced to 131, with no child deaths. In 2005 his service achieved fantastic reductions to below 100 KSI's.
- In 2003 I successfully managed the procurement process for highways contracts. I led on reducing six existing contracts to three in order to improve co-ordination, contract management and value for money. I managed and chaired high level contract meetings that encapsulated strategic and performance issues ranging from quality, health and safety, KPI's, forward planning, utility and other coordination issues, finances, risks, CDM, notices, liaison etc.
- I successfully managed the development of the Council's very first Asset Management Plan (AMP) for the highways infrastructure. From this plan it enabled me to produce a long term strategic investment plan of £35m spread out over 10 years to provide the required resources ensuring Haringey moves to upper threshold levels in all categories. This led to the realignment of corporate priorities.
- Developed the boroughs first streetscape manual and proudly managed the process from initiation through to implementation. The manual welcomed by other statutory authorities encapsulates excellent design as well as giving the authority identity. This included successful consultation with key stakeholders eg TfL, Mobility Forum, Resident Associations and Council wide.
- I believe I have an extensive track record of possessing personal and professional demeanour generated credibility and confidence amongst, in particular, MP's, Members, customers, Chief Officers, managers, staff, external partners etc. I have

extensive experience in the production of complex reports that I have presented to Council's Executive and Scrutiny Committees and other council corporate stream boards.

- Through structured performance appraisal processes I have reviewed performance and bridging gaps in the skills or competencies of staff along with examining areas for development and learning. Through 1-2-1 sessions I use my annual highways work plan derived from corporate priorities, business plans and service plans, in mapping out key milestones.

Qualifications - Educational and Professional

- MSc Professional Qualifications
- Chartered Engineer - Transportation (Eligible for Civils Chartered Engineer),
- Chartered Engineer – Logistics,
- Incorporated Engineer,
- Fellow of the Institute of Highways Incorporated Engineers,
- Post Graduate Diploma – Highways Transportation and Traffic Engineering
- Higher National Certificate – Civil/Structural and Contract Administration,
- Ordinary National Certificate – Civil Engineering and Contract Administration.

Personal

Nationality British (Greek Cypriot)

Driving licence Clean full UK