

Dean Lennard | Programme Management

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Professional profile

Dynamic Programme Manager and Digital Transformation Leader with 15+ years' experience delivering complex, high-value technology programmes across B2B and B2C environments in Telecoms, Financial Services, and Government. Proven track record of driving £250M+ portfolio management, achieving significant cost savings, and embedding Agile ways of working to accelerate time-to-market. Skilled at leading large, cross-functional engineering teams (150+), implementing AI-driven solutions, and aligning technology delivery with strategic business goals. Recognised for driving sustainable change, continuous improvement, and transforming customer engagement through AI and data-driven insights.

Core competencies

Programme & Portfolio Management

- ☒ Programme Management
- ☒ Programme Governance
- ☒ Portfolio Management
- ☒ PMO Leadership
- ☒ Project Management

Agile & Digital Transformation

- ☒ Agile Coaching
- ☒ Lean Portfolio Management
- ☒ Scaled Agile (SAFe)
- ☒ Digital Innovation
- ☒ Organisational Transformation

Financial & Risk Management

- ☒ Enterprise Risk Management
- ☒ Cost Optimisation
- ☒ Budget Control (£250m+)
- ☒ Regulatory Compliance

Technical & Delivery Excellence

- ☒ Stakeholder Engagement
- ☒ Project Planning & Scheduling
- ☒ Reporting & Monitoring
- ☒ Change Management

Key achievements

Strategic Technology Transformation | Virgin Media O2

- Led a 12-month programme that migrated digital frontend eCommerce services, achieving £6M annual cost savings and a 30% reduction in infrastructure costs.
- Spearheaded an Agile transformation, increasing sprint velocity by 2x, reducing time-to-market by 40%, and enhancing cross-functional collaboration.

Enterprise Ways-of-Working Transformation | Barclays Bank

- Led an enterprise-wide organisational transformation for 5,000 employees, embedding Agile ways of working, resulting in a 35% improvement in cross-team collaboration.
- Achieved £12M in cost savings within three months through targeted continuous improvement initiatives and reducing operational inefficiencies by 25%.

Customer Engagement Innovation | Hybrid Mobile App

- Led the end-to-end development of a hybrid mobile app, acquiring 750,000+ users in the first year, maintaining a 40,000+ daily active user base, and increasing customer retention by 55%.

National Digital Reform | HMCTS

- Successfully led a £280M digital transformation programme, reducing case processing times by 30%, digitising 70%+ of court processes, and improving public accessibility to legal services.

Professional experience

May 2024 – Present

Virgin Media O2, Remote

Senior Programme Manager (Contract)

- Led a £6M+ cost-saving technology migration over 12 months, reducing downtime by 40% and increasing platform stability by 35%. Ensured programme governance and defined change management processes for compliance.
- Unified 15+ cross-functional teams to integrate Virgin Media products into O2's offerings, resulting in a 25% increase in customer engagement. Redesigned and rebuilt the sales application to align with End State Architecture, improving sales process efficiency by 30%.
- Established a financial governance framework that ensured budgets remained within 5% variance.
- With 35 engineering reports across multiple disciplines delivery (scrum masters), product, frontend dev (nextjs), backend dev (node), and qa (automation) providing monitoring, coaching, 121s, KPI and performance reviews

May 2021 – May 2024

Barclays Bank, Knutsford

Vice President – Senior Programme Manager / Agile Coach (Perm)

- Designed and executed an enterprise-wide Agile transformation for 5,000 employees, improving team performance by 40% and delivering £12M in financial savings.
- Embedded continuous improvement practices across 1,600 staff, driving 25% productivity gains and reducing defects by 35%.
- Partnered with C-suite executives to align transformation initiatives with strategic objectives, ensuring a 90%+ adoption rate across teams.
- Led a blueprint UX/UI initiative that standardised branding, accessibility, and customer experience across 40+ digital products, enhancing user engagement by 30%.
- Managed three development teams (45+ developers, testers, and product owners) delivering applications for web, iOS, and Android, achieving a 20% faster release cycle.
- With 31 engineering reports across multiple disciplines delivery (scrum masters), product, software developers (angular, nextjs, swift, kotlin), and qa (automation) providing monitoring, coaching, 121s, KPI and performance reviews

Jan 2021 – May 2021

NatWest, Remote

Programme Manager / Agile Coach (Contract)

- Mentored a newly formed Agile Release Train (7 teams, 100+ members), improving feature delivery rate by 35%.
- Implemented Agile performance metrics, increasing team efficiency by 25% and reducing deployment errors by 40%.

Feb 2020 – Oct 2020

HM Courts & Tribunals Service (HMCTS), London

Programme Manager / Agile Delivery Manager (Contract)

- Delivered a £280M digital transformation, modernising national court services and reducing case backlog by 30%.
- Led Agile adoption across 10+ cross-functional teams, improving release predictability by 50%.
- With 25 engineering reports across multiple disciplines software developers (angular, java), and qa providing monitoring, coaching, 121s, KPI and performance reviews

Dec 2018 – Dec 2019

Department of Work & Pensions, Newcastle

Programme Manager / Agile Coach (Contract)

- Led agile transformation in several teams by applying Government Digital Service (GDS) standards to improve Scrum and Kanban.
- Designed and facilitated workshops, 1:1 coaching, and ongoing team sessions to increase agile maturity, taking teams from foundational knowledge into high performance.
- Agile coaching for Senior Leadership and Executive Teams, aligning with organisational goals while embedding a culture of continuous improvement.
- Successfully managed and supported geographically dispersed teams by tailoring agile methodologies to local and distributed needs.

Feb 2018 – Nov 2018

**PaymentSense, London
Programme Manager / Agile Coach (Contract)**

- Directed agile practices within three software delivery teams to optimise collaboration and project delivery through targeted agile events and mentoring.
- Agile maturity assessments for two Scrum teams, which drove high productivity, aligning outcomes with organisational priorities.
- Led Agile adoption in a non-agile team, introducing Kanban workflows that were better-suited projects objectives and team dynamics.
- Driven high-impact greenfield projects such as leading the complete frontend re-architecture and improving application performance along with onboarding efficiency, while establishing a PCI compliance framework to transition into a full acquirer status, building out a highly robust gateway solution.
- Re-architected a cloud terminal solution, achieving scalable and efficient system performance.
- With 18 engineering reports across multiple disciplines software developers (angular, C#), and qa providing monitoring, coaching, 121s, KPI and performance reviews

Nov 2017 – Feb 2018

**Santander, Milton Keynes
Programme Manager / Agile Delivery Manager (Contract)**

- Implemented agile delivery capabilities within the infrastructure team, creating pipelines to support software delivery operations.
- Improved the resilience and scalability of the system using microservices architecture aligned to target (PaaS) architecture environments.
- Delivered agile training, embedding best practices such as TDD and BDD to uplift the performance of the team.
- Worked with Product Owners to ensure that Scrum and XP were aligned with the delivery of customer-focused value.
- Established robust technical and network architectures across development, pre-production, and production environments to ensure seamless system integration.
- Worked with service introduction and change management teams to ensure controlled and efficient deployment of releases to live environments.

Jan 2014 – Nov 2017

**TalkTalk, London
Head of Agile Practice (Perm)**

- Scaled Agile adoption across 120+ teams, increasing delivery speed by 30%.
- Introduced SDLC/TDLC models to bridge agile and non-agile teams, fostering seamless integration and cooperation.
- Designed and launched talent programmes that reduced onboarding time by 40%.
- With 120 engineering reports across multiple disciplines delivery (scrum masters), product, frontend dev (angular), backend dev (php), and qa providing monitoring, coaching, 121s, KPI and performance reviews

May 2013 – Dec 2013

Carpooling, Agile Coach (Contract)

May 2009 – Sep 2013

Design Infusion, Technical Director (Perm)

Nov 2012 – Jan 2013

UCL, Senior Developer (Contract)

Aug 2012 – Sep 2012

Nottingham University, Senior Developer (Contract)

Nov 2011 – Aug 2012

Kaplan International Colleges, Senior Developer (Contract)

Nov 2010 – Feb 2011

U-Explore, Senior Developer (Contract)

Feb 2010 – Mar 2010

The Open University, Senior Developer (Contract)

Jan 2010 – Mar 2010

Nottingham University, Senior Developer (Contract)

Education and qualifications

- ☒ SAFe Programme Consultant (SPC) – Scaled Agile Inc
- ☒ Professional Scrum Master (PSM) – Scrum.org
- ☒ Certified Scrum Master (CSM) – Scrum Alliance
- ☒ Master Practitioner of NLP – Aha Success

- ☒ Practitioner of NLP – Aha Success
- ☒ Prince2
- ☒ PMP
- ☒ ITIL

References available on request
