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| |  |  | | --- | --- | |  | **EMMA OYETEY** |     Professional Summary  A solution focused and collaborative senior leader. Creative, resilient and determined, I am quick to build trusted relationships. I enjoy working as part of strong cross functional teams and have a passion for developing services and programmes that meet the needs of service users, within organisations that have a strong culture of collaboration and learning.    Work History  Director of Education and Content, MyBnk *07/22 – 08/23*   * Led the strategic review of the organisation's flagship program, and implemented key recommendations, covering aspects such as delivery models, job roles, accessibility and relevance of content, quality assurance, and the role of digital. * Collaborated with cross-functional stakeholders to lead strategic initiatives, including the development of a revised online learning offering * Worked alongside digital leads and expert agencies to enable operational efficiencies in program delivery, focusing on improving scheduling processes, communication, reporting, and compliance. * led the Monitoring and Evaluation team in developing and implementing a refreshed strategic approach, promoting innovation, fostering connections, and cultivating a positive work culture. * Successfully resolved complex issues affecting employee performance, well-being, and organisational effectiveness. * Developed and implemented both program-level and organisation-wide policies and procedures, including safeguarding policies (DSL). * Expanded the freelance training pool, enhancing induction and onboarding processes using e-learning, and prioritising a new annual training and development plan to bolster capacity and capability. * Monitored department and programme overheads, prepared budgets, and directed spending and resources to support fiscal efficiency.   Head of Service & Operations, Reach Volunteering *03/20 - 07/22*     * Provided senior leadership for a digital service that facilitated civil society organizations to connect with volunteers who offered their expertise, thereby building capacity and capability and contributing an estimated annual £55 million in volunteer time. Deputising for the Chief Executive. * Enabled 1322 charities to recruit trustees, strengthening and diversify their boards. A 50% increase on the previous year. * Developed and implemented various strategies and digital solutions to effectively respond to a surge in service demand; ensuring that triple the number of registered users continued to receive customer service excellence. * Digitised manual elements of our service, including those related to our vetting processes and customer service function, adopting a service design approach and a user-centered mindset * Worked with legal and compliance experts to review and renew key policies and contractual terms for both staff and service users, enhancing accessibility and transparency. * Reported on impact, providing evidence-based insights, to drive service priorities and inform service design. * Acquired extensive knowledge of GDPR regulations and legislation, collaborating with contracted experts to amend policies, procedures, and documentation; ensuring compliance and the lawful processing of personal data for over 10,000 service users. * Worked with a volunteer UX research expert to identify and implement workflows and content that made it easier for charities to recruit volunteers with digitals skills during the Covid19 pandemic * Managed various operational areas, including HR, recruitment, facilities, IT services, customer service, and EDI. * Co-ordinated work led by the CEO and undertaken by a volunteer data analyst to explore the diversity of trustee applicants and appointees to charitable boards and through Reach’s service. * Developed and maintained key stakeholder relationships, whether in the context of developing funding bids, corporate volunteering opportunities, or ongoing program delivery.   Programme Development Manager, FT Redstart *11/19 - 03/20*   * Researched and recommended the product development roadmap and programme infrastructure to ensure effective impactful financial literacy programmes.   Education Specialist, Freshstart *05/19 - 11/19*     * Delivered 1-2-1 student centered learning to young people excluded or at risk of exclusion from alternative provisions, in community and remote settings.   Head of Schools & Youth Engagement, vInspired *04/13 - 11/15*   * led on strategy, business planning, policy development, implementation, and governance of a youth volunteering programme that, in its first year, engaged with over 200 schools. * Coordinated marketing and PR activities to create first class products, resources and content; working with advertising, promotional and digital managers as well as external agencies. * Championed the involvement of service users (young people), in all of the organisations work and programmes; leading a team responsible for the organisations youth involvement policy and practice   Head of Policy & Projects, vInspired *04/09 - 04/13*   * Led on the successful delivery of the high profile NCS contract; effectively managing a complex group of stakeholders and contracted delivery partners, securing continued government funding. * Managed a range of flagship projects that supported the organisations strategic activities including; a national awards ceremony, attended by over 600 young people and stakeholders, and a national conference that brought together 107 grant recipients to share best practice and learning at the NEC in Birmingham. * Attended multi agency groups, including ‘Generation Change’, to work collaboratively, and share evidence-based learnings in order to have the greatest possible impact.   Programme Infrastructure Manager, vInspired *04/07 – 04/09*   * Consulted with users, management, and technicians, to create an online volunteering skills-based recording and recognition scheme used by over 7,500 young people. * Developed comprehensive programme policy for vInvolved, a £50m Government funded grants programme delivered by 107 delivery partners * Oversaw key contracts including strategic grant contracts with Volunteering England and UWE.   Head of Skills for Life, HMPYOI Feltham *05/05 - 04/07*     * Led teams responsible for the delivery of numeracy, literacy and ESOL programmes for 700+ learners aged 15 to 22 * Developed and implemented focused improvement strategies that increased participation rates in foundation programmes by some 40% * Attended a wide range of stakeholder meetings including those with the YJB and OLASS, to share best practice, influence policy and improve service delivery.   Numeracy Tutor, HMPYOI Feltham *03/03 - 05/05*  Statistical Officer, The Inland Revenue  *03/02 - 03/03*   * Developed and manipulated relational databases using SAS programming to identify and report on trends in taxation payments, informing forecasting & policy setting by HMT.   Research Assistant, The Football Association *12/01 - 03/02*   * Gathered, interpreted and presented qualitative and quantitative data, to inform future decision making on quality standards and accreditation in football coaching and management.   Secondary Mathematics Teacher, Kings of Wessex Community School*09/98 - 09/01*    Volunteering  Governor, Year 6 Mentor and PTA Treasurer, Queenswell Federation 02/18 - 12/22 |  | London, N11 3LN England  London, N11 3LN England  07789905400  emmaflookis@hotmail.com    Skills  Interpersonal & communication skills  Creative problem solving  Analytic & evaluation Skills  Project & Programme management  Process redesign and improvement  Policy development and implementation  Strategic & cross functional leadership Strategic leadership  Cross Functional Leadership  Building relationships with excellent interpersonal skills  Analytic & Evaluation Skills  Impact evaluation  Stakeholder management  Policy development and Implementation  Process redesign and improvement  Project & Programme management    Education  *1998*  Bristol University, Bristol  PGCE : Secondary Mathematics  *1996*  UMIST, Manchester  Bachelor of Science : Mathematics, Statistics & Operational Research  Training  *2023*  CFG, Virtual Mooc’s  Intro to Coding, WebDev, Solving Problems in Python, Mooc’s,  *2022*  NSPCC, Birmingham  Safeguarding Refresher  *2021*  Cast, Virtual  **User Centered Service Design**  *2002*  **SAS institute,** London  **SAS Programming** |