

Marion McGowan

Native English Speaker
Irish Citizen

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PERSONAL

PROFILE

London School of Economics & Political Science Graduate, with over 17 years' experience of leading high performing Social, Pastoral, Educational, and Consultancy services which successfully meet objectives. Working in a variety of roles within the not-for-profit sector including; Director, Management Consultant, Teacher/Trainer and Charitable Foundation Trustee. A self driver, multi-tasker, results oriented, with a clear focus on outcomes and targets.

KEY ATTRIBUTES & RANGE OF ACHIEVEMENTS

- Excellent communication, influencing and relationship-building skills with the ability to build credibility & trust at all levels and resolve differences and conflict.
- In depth understanding and experience of the organisational culture, technical and strategic issues of charitable foundations, and other non government organizations.
- Impressive track record in devising and implementing Professional Training Plans to meet business needs and enhance organisational performance & effectiveness.
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- Pedagogical approach to Training & Teaching: The learner /student is firmly at the heart of the learning process, where they are a partner in learning. That is, an active, motivated partner rather than a passive, disengaged recipient. The key purpose of the trainer/ teacher is to create effective and stimulating opportunities for learning through high quality teaching that enables the development and progression of all students/learners.

EDUCATION, TRAINING & MEMBERSHIP AWARDS to Professional Institutions.

1979- 1980 Diploma in Business
Dundrum College of Commerce,
Dublin Ireland.

2004 – 2007 BSc. (Hons) Surveying
University of Westminster,
London, England.

1993 –1996 MSc Social Science
London School of Economics and
Political Science, London, England.

2011 TEFL Certificate (Teaching English as
a Foreign Language).

1996 Chartered Institute of Housing:
Awarded Professional Practice
Qualification.

1986 – 1988 Bachelor of Religious
Education and English (Two years of
3 year Degree Completed)
Mater Dei Institute, Dublin Ireland.

VOLUNTARY & UNPAID ACTIVITIES For UK GOVERNMENT and CHARITABLE FOUNDATIONS.

- **2004 -2007 English as a Foreign language Teacher – The RAP London.**
- 2003 - 2004 Member of the Lord Mayor of London's Consultation Working Group.
- 2003 - 2004 Voluntary Sector Representative Member L.B. Islington Partnership Board London.
- 2000 - 2002 Chair of London Borough of Islington's Voluntary Sector Forum.
- 1996 - 2000 Chair of Trustees, for Solas Anois (Support Services Irish Women & Children) London.
- 1990 -1996 Treasurer & Trustee for London Cyrenians Housing Association London.

MOST RECENT POSITION

2010- April 2011 Staff & Facilities Manager, Mercy Sisters Western Province, Athlone, Ireland.

This was an Interim management position, when I had overall responsibility for ensuring delivery of resident support and facilities management services across two sites. Responsibilities included:

- To Manage a staff team of 20 (support and technical staff)
- To ensure that services are delivered to prescribed quality standard.
- To manage the scheme budget.
- To provide facilities management services for both sites, including drawing up technical service specification contracts.
- To negotiate supply contracts as required.

EMPLOYMENT HISTORY

July 2008 – October 2009 – Head of Development - Christian Action Housing Association London.

This housing charity constructed and managed a range of housing options for homeless families. Reporting to the Property Director my responsibilities included:

- To ensure that the Association's development (construction) programme (average value £20m+ annually) was professionally and cost effectively managed.
- Service Development: To positively contribute to the development of policy and practice; portfolio responsibility for the research and or development of specific relevant technical areas.
- Departmental Management: Overseeing on a daily basis the priority functions in the development team; monitor performance against targets; provide training and guidance for technical services and other staff.
- Liaison & Representation: Compile statistics and Committee, Board and Management reports. Provide effective external & inter departmental liaison to facilitate consultation and delivery of corporate objectives.

July 2004 to July 2008: Various Interim Management & Management Consultancy assignments Campbell Tickell Ltd; Michael Guest Associates Ltd; & The Housing Executive. (whilst studying for BSc (Hons) Building Surveying & RICS qualification.)

- **May 07 – July 08: Interim Management assignment - Director.** To undertake responsibility for the strategic and operational management of specialized supported housing provider; To advise Trustee's on matters of Governance: To undertake "health check" review on current service provision, and implement necessary action: To recruit permanent Operations Manager & Director to post.
- **April 07 – May 07 Consultancy assignment.** To carry out a "mock inspection "of Housing Association Supported Housing services ahead of Government Audit Commission Inspection.
- **Jan 07 – March 07 Consultancy assignment.** To carry out a comprehensive review of supported housing services for a Housing Charity, producing a report with recommendations, a risk appraisal and a cost benefit analysis.
- **Apr 06 – Sept 06: Consultancy assignment.** To undertake a comprehensive organisation review ahead of Government Regulator inspection. Produce report analysing key findings, setting out recommendations, and a continuous improvement plan.
- **May 05: Interim Management assignment – Operations Manager.** To initiate and manage a process to turn around a failing service ahead of Government Audit Commission Inspection. Train, manage and support a staff team of 40. .

January 1997 to July 2004: Director Post, Islington Women's Aid Ltd. London.

This charity foundation provided temporary housing and support services for homeless women and children. The Support Services included Vocational and Educational intervention programmes. My Responsibilities were:

- To Lead the organisation. Managing a Multi Discipline Team, reporting directly to the Board of Trustees.
- Operational, Human Resource and Financial Management

- Delivery of training programmes; CPD (staff), Vocational, (adult service users), & Educational (children service).
- Developing organisational strategy, delivery of organisational objectives and goals.
- Representing the organisation externally, including communicating with different audiences, public speaking and chairing meetings.
- Ensuring the delivery of complex and high profile services in line with organisations Aims, Values and principles.

Nov 1990 to Dec 1997: Manager (1990)/ Director (1994) Homelessness Policy & Projects, Westminster Diocese Social & Pastoral Action (SPA). London.

SPA is the social justice agency for the R.C. Diocese of Westminster. Working as part of SPA's multi discipline team, I was responsible for the delivery of the Homelessness Pastoral Programme. Duties included:

- Advise the Archbishop's Council on matters relating to Homelessness.
- Share good practice in Parish Ministry and Agencies..
- Delivery of Training Programme: Professional Working Practices, policies and procedures in pastoral .
- Facilitate development of community based Homelessness projects.
- Deliver Social Policy training (homelessness) to Schools, Pastoral Agencies/Projects
- Maintain and increase networks and contacts across the Diocese.

July 1988 to Nov 1990: Manager Central Services, Cara Irish Housing Association, London.

This Housing Charity provided housing with support services for homeless Irish People living in London. I joined the association shortly after it was established.

- Responsible for setting up and maintaining Finance , Human Resource, Development and Recording systems.
- Internal and external liaison with stakeholders.
- Ensure Central Services are delivered in line with legal requirements and best practice.
- Produce reports to Senior Management Team, Committee and Board of Trustee's as required.

Nov 1985 to May 1988: Student / Teacher, Handmaids of the Sacred Heart of Jesus, St Raphaela's. Secondary School, Dublin, Ireland.

Studying at Mater Dei (as noted above), whilst teaching Religion to Secondary School Students (11 years to 17 years of age) and providing supplementary Classes in English Grammar and Comprehension to 2nd and 4th year (13 & 16 years of age) students.

July 1984 to August 1985: Volunteer Work, Santiago del Estero, Argentina.

Working alongside a religious congregation, (the Esclavas Del Sagrado Corazon de Jesus), delivering a range of pastoral care & support programmes.

May 1980 to June 1984: Insurance Officer, Insurance Facilities Ltd, Dublin, Ireland.

Undertook a range of roles, including finance, administration and risk assessment whilst working for this Insurance Company.

REFERENCES

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