

Joseph Collins, BA(hons.)

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Areas of Expertise

Stakeholder Management
Project Management
Business Analysis
Change Management
Resource Allocation

Needs Analysis
Conflict Resolution
Process Review
Process Mapping
Process & System Implementation

Training Design & Delivery
E-Learning Development
Performance Review, Coaching & Support
Vulnerability Training
Second Line Quality Assurance

Professional Experience

The performance of any business is reliant on how equipped the people in the organisation are to deliver great results. I work to ensure that people have the right opportunities, tools and knowledge to reach their full potential.

To achieve this, I develop a comprehensive needs analysis to identify areas for improvement within the business. I then work closely with various areas within the organisation (Policy, Process, Compliance, Quality, Operational representatives and colleagues) to ensure this is implemented effectively through the most appropriate methods, and that a robust post live support process is established.

I accomplish this through:

- Delivery of projects, ensuring objectives and deadlines are achieved, and all audit requirements and internal standards are met.
- Review of business management information and consultation with relevant stakeholders to form a comprehensive needs analysis to develop viable implementation strategies.
- Development, implementation and alignment of training material for multiple global business units requiring in-depth knowledge of varied systems, processes and operational requirements.
- Augmentation of skills for other members of the capability team in new design methods, interactive material development, records management and audit preparation.
- Consultation and creation of classroom-based learning, distance learning and blended approaches including E-Learning design.
- Delivery of induction courses, spotlight sessions and process updates through distance learning.
- Transfer of traditional classroom process training into E-Learning.
- Implementing and managing robust post live support schemes and quality monitoring.
- Internal review and audit of process and training material.
- First and Second Line Quality Assurance.
- Development and implementation of Quality Assurance framework.

Implementation Software

- PowerPoint
- LMS
- Articulate 360
- Smartsheet
- Learning Lab
- VideoScribe
- Animaker
- Learning Hub
- Visio
- Word
- PDF (interactive)
- Camtasia
- Video recordings
- Audacity (audio)
- Photoshop

Analysis Software

- Excel
- Visual Basic
- Python
- SQL

Conference Software

- Zoom
 - Skype
 - Webex
 - Microsoft Teams
 - Vevox
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Employment History

Education Break – Code Institute (June 2022 – June 2023)

Trainee

Full Stack Software Development Course covering:

- HTML
- CSS
- JavaScript & JSX (specializing in React front-end applications)
- Python (specializing in Django back-end applications)

exceleratedS2P - Work from home (WFH) (November 2021 – June 2022)

Lead Change Consultant

Lead Change Consultant in the implementation of procurement software focusing on:

- Impact assessment
- Change and adoption strategy
- Managing engagement activities
- Developing and implementing learning solutions
- Post live support

Barclays –Work from home (WFH) (May 2021 – September 2021)

Senior Capability Consultant

Contracted to develop and implement a range of online training programmes to ensure specified areas of the business are compliant with the Insurance Distribution Directive (IDD) mandate.

Oil Exploration Services Company (January 2021 – February 2021)

Business Plan Consultant

Contracted to develop a high-level proposal for establishment of a state-owned oil infrastructure aimed at a developing nation. This required economic modelling and graphical presentation for key stakeholders.

Barclays – Liverpool/Work from home(WFH) (May 2020 – November 2020)

Senior Learning Advisor and Quality Assurance Analyst

Contracted to Barclay Financial Assistance to onboard, accredit and conduct quality assurance on new starters employed to manage the increased case volumes as a result of COVID. Key responsibilities include:

- Training multiple 4 week induction courses on Financial Assistance processes for loans, current accounts and Barclaycards.
- Development of distance learning course material to meet the new 'WFH' environment enforced as a result of COVID.
- Conducting evaluation of quality team outcomes.
- Aiding in the development of a QA framework by building and implementing a Quality Assurance tool to improve consistency, speed of completion, and record management within the quality team.

Lloyds Banking Group - Leeds (March 2016 – October 2019)

Capability Manager

Contracted to develop and implement process and training requirements for high priority policy changes within the following areas:

- Customer Services
- Package Bank Account (PBA) complaints
- Payment Protection Insurance (PPI) complaints
- Rectifications

Barclaycard – Teesside (June 2015 – December 2015)

Senior Capability Consultant

Contracted to ensure the induction material for multiple business units meet the audit requirements set by the FCA as a result of a Thematic Review.

Barclays – Leeds (October 2010 – June 2015)

Customer Transformations Lead Training Designer

(June 2013 – June 2015)

Primary role as Lead Designer in a professional training design team, responsibilities involved managing multiple high-profile design projects, including E-Learning design, whilst working in a heavily regulated financial environment, requiring fast-pace, flexibility and creativity to meet operational requirements.

Customer Transformations Training Consultant**(Oct 2012 – June 2013)**

Having been talent-spotted into the role of Training Consultant which involved working closely with the operational and financial departments to design and deliver training, I received accolades on the success of these projects from senior stakeholders such as senior operational managers, and the PPI Operations Director. As a result I was presented with consecutive recognition awards within the training department for outstanding contributions.

Responsibilities including:

- Design and development of training material to tight time scales.
- Involvement in global learning roll-out.
- Multi-site working.
- Design and delivery of 'Train the Trainer' sessions, both on-shore & off-shore.
- Liaison with Senior Project Managers, Operations Manager and Senior Operations Managers to review and evaluate the accuracy of operational processes, process guides and training material.
- Development of multiple new methods of trainer evaluation through the use of case studies, fully automated knowledge checkers and interactive process flows which received exceptional feedback and are now being implemented into the majority of UKRBB training material moving forward.

PPI Subject Matter Expert**(Sep 2011 – Oct 2012)**

Responsibilities including:

- Floor walking – coaching and support to complaint handlers.
- On-the-Job training delivery.
- Subject Matter Expert support to offshore colleagues.
- Team performance management.
- Stakeholder management.
- Creation and evaluation of operational process documents.
- Deputising for the team leader.
- Planning and organising of daily team targets and meetings.
- Induction training.
- Responsible for working complex and high priority customer complaint cases.
- Management and supervision of complaint handler accreditation.

Received a Barclays Platinum Award for outstanding contribution.

PPI Complaint Handler**(Sep 2011 – Sep 2011)**

Working under regulatory pressure to meet the time constraints established by the FCA in this new and constantly evolving area of banking, this required continuous training and development in new processes, working additional hours when necessary to hit deadlines whilst maintaining a high standard of work to ensure customer satisfaction.

Customer Service**(Oct 2010 – Sep 2011)**

Working within a team consisting of 11 people, being able to work together to maintain great customer service. Working towards our individual targets as well as the targets of the department. Ensuring our customers were satisfied with our service and their applications were processed in a timely manner.

This position allowed me to develop as a role model and gave me opportunity to become responsible for the coaching and development of telephony skills throughout the team.

This role developed my admin skills by requiring me to manage my time and productivity against set targets, keep up to date on all required MI, develop my IT and system skills, attend team leader meetings where required and distribute work efficiently.

Education and Training

- Degree BA Hons Business Studies 2:2
- Prince 2 qualified in Project Management (foundation and practitioner)
- A-levels: Business Studies, Product Design and Art
- AS-levels: Physics, Business Studies, General Studies, Product Design and Art
- GCSE: English language, English literature, Mathematics, Geography, Science double award, Graphics, Art
- Codecademy – Data Science Curriculum (SQL, Python 3)
- Full Clean Driving Licence

Sep 2004 - June 2007: Leeds Metropolitan University

Sep 2002 - July 2004: Millfield School

Jan 1998 - June 2002: British International School Jakarta, Indonesia

References

Supplied on request