

Professional profile

With a deep passion for business, start-ups, and entrepreneurship, I have dedicated my career to driving growth and innovation within dynamic, fast-paced environments. My extensive experience spans across various facets of business operations—human resources, sales, finance, procurement, legal, and IT—equipping me with a comprehensive understanding of what it takes to succeed.

I am now eager to leverage my multi-industry expertise and operational acumen in a forward-thinking, customer-centric organisation that values ambition and its people. My goal is to contribute meaningfully to a visionary company that embraces growth and innovation.

Career summary

November 2022 - Present

**Price Jones Limited
Business Director**

- Work closely with the CEO to lead the organisation into the future and take responsibility for the smooth running of the business
- Acting as a strategic thought partner to CEO
- Developed and maintained key relationships with external advisors (including Finance/Accounting, IT, HR and Legal), ensuring that the organisation has access to good- value, high-quality specialist advice and services when required
- Provide financial information and analysis to support the strategic planning and business development
- Developing and maintaining efficient organisation-wide communication processes, both internally and externally
- Develop and maintain the key performance indicators (KPI), including reporting and monitoring, reporting to the Board in a timely way to enhance the service quality and development of the business
- Develop and implement a strategic people management framework, including, talent management, reward and personal development
- Proactively identify opportunities, tools and strategies that will drive the business forward, responding to changes in the external environment
- Working with unit heads to make sure the organisation is equipped to meet the current and future needs

Jan 2018 – October 2022

**Medigold Health Consultancy
Client Services Director**

Following acquisition of Hampton Knight by Medigold Health in October 2017 I was TUPED and was responsible for sales growth and development of the Hampton Knight brand within the workplace drug & alcohol testing industry

Key Achievements

- Overall management of the client base covering approximately 800 customers with a spend of £7million per annum which has grown year on year.
- Managed the client services team, data team, account management team and data analyst, as well

as supporting the Sales Director and Operations Director.

- Direct responsibility to the top 20 clients that delivered around £2million per annum in revenue and included large multi-national companies across multiple industries
- Ran several projects including the re-organisation of the team structure, launch of a full price review across all key clients, renewal of all contracts and the introduction of RPI and full training matrix for all employees with clear development plans

Feb 2014 – Dec 2017

**Hampton Knight
Operations & Project Director**

Joined Hampton Knight as part of the senior management team and was responsible for driving key business improvements across a range of areas including sales, marketing, finance, IT, facilities, legal and compliance

- Led the project team that designed, implemented, and launched a full ERP system which replaced several legacy systems and spreadsheets to ensure the continued success of the business and allowed us to develop operationally to manage a 100% increase in testing activity without the need to recruit additional head count. As an ERP it also linked to our new accounts system which allowed for the key achievement in our finance team detailed below.
- Led the Occupational Health department to develop our service offering, recruit an Occupational Health Manager to lead our field team and achieve some key contract wins worth over £600,000 with companies such as Cummins, General Dynamics, and Meritor
- Carried out a full review of our finance team, systems, and operational processes, this resulted in a more structured team of five members of staff with clearly defined objectives, the development and implementation of a new accounting system as we transitioned from Sage 50 to Sage 200. This involved the design of the new system, the download and migration of key data, training of all finance and support teams as well as being the system champion to manage any issue post launch and any key changes. Key achievement in this role included the improvement of our month end process by reducing the production of our management accounts from 14 days to 3 days. Also, the reduction of debtor days from 93 to 68 days improving cashflow.
- Developed a centralised procurement process which involved working through each core supplier covering; logistics, office supplies, data storage, IT support, waste recycling, car leasing and our telephone system provider. Following this project, we had the most competitive terms and services which allowed the business to succeed and grow.
- Reviewed the existing IT and telephony systems and brought the IT function in house with the recruitment of an IT support person. We also upgraded our servers, installed a new VOIP telephone system, and replaced all IT hardware on a renewal cycle.
- My final task prior to the acquisition by Medigold Health was to manage the due diligence process which including working with the Medigold board, our accountants, and legal advisors, managing the full acquisition process from start to signing

June 2012 – Jan 2014

**Driver Hire Group Services
Area Development Manager**

Outline

Responsible for providing management and business support to 21 franchised offices, working closely with the franchisee to maximise territory sales growth through new business wins and by exploiting existing business, whilst ensuring that back office operational objectives including compliance and quality are achieved.

Key responsibilities

- Supported 21 offices and the franchisees and all ranged in terms of business maturity, experience of franchisee and business performance
- Following a full review of the region, implemented a business strategy for each franchisee and as a region to ensure turnover growth, excellent compliance & quality levels and the upskilling of the

- franchisees and their staff
- Home based role that required extensive travel across the region spending time with the franchisees in their offices and supporting their businesses
- Part of the training team that re-wrote and delivered the new two-week induction training
- Led regional meetings on a quarterly basis to provide updates, key business figures & analysis and to discuss the performance of each office
- Development of the marketing strategy ensuring it was delivered across the region to maximise the return on the investment
- Supported on tenders and business proposal to win new business and maintain key existing national accounts
- Managed any territory infringements which included the investigation and mediation between the franchisees

Key achievement/projects

- During my time in the role the regions turnover grew from £14million to £16million and was the most successful region in the UK
- Responsible for supporting three brand new office openings from start up through to profitability
- Led the initial research stage for the opening of a new office in Melbourne, Australia which included presentation to venture capital firm, market research and a visit to view locations and meet with key businesses in the region

April 2006 – May 2012

**MBW Resourcing
Business Owner / Managing Director**

Outline

Recruitment business specialising in the accountancy sector and grew to a multi-site operation before deciding to return to the world of employment and sold on the good will of the business.

Education and qualifications

MSc Psychology – University of Wolverhampton - 2025

BSc Sport & Psychology Joint Honours, 2.1 – Manchester Metropolitan University – 2003