**Benjamin James Fletcher, BA (Hons) Senior Business Planning Officer**

*benjamin\_fletcher60@hotmail.com* • *linkedin.com/in/benjamin-fletcher-4bb30722/ 07952247483*• *Bristol, UK*

Strategic business leader and experienced planning officer entrusted with positions of increasing responsibility and authority; complemented with solid background in building long-term productive relationships, reporting data and information, and resolving complex issues. Proven ability to implement standards, procedures and processes that improve functionality within academic and general business settings. Solid management skills, capable of leading and motivating individuals to maximise levels of productivity, while forming cohesive team environments. Exceptional communicator, skilled at working in tandem with executive leadership in identifying, developing and steering implementation of business strategy and recommending right decision points to optimise resource utilisation.

***Areas of Expertise include:***

|  |  |  |
| --- | --- | --- |
| * Business Planning & Execution | * Customer Relationship Management | * Cross-team Collaboration |
| * Strategy Development | * Intake & Workload Management | * Reporting & Documentation |
| * Research & Data Analysis * Project Management | * New Process Development * Continuous Process Improvement | * Superior Customer Service * Administrative Support |

**Professional Experience**

**Bristol University** • 2018 to Present

**Senior Planning Officer**

Deliver effective support to faculty and school managers as well as deans of three faculties, coordinating university integrated planning process as a planning business partner. Prepare and present comprehensive status reports to update vice chancellor and provost, pro-vice-chancellor (education), director of finance, and director of planning on business progress. Provide effective recommendations to support new programme approvals based on business case review process.

**Key Accomplishments:**

* Created and developed a streamlined SharePoint based process for introducing new programmes being delivered to University’s portfolio; acted as manager of new programme approval process for the University.
* Influenced strategic decision-making at faculty and university-level by providing top-notch analytical papers containing recommendations to senior management team; led by the vice-chancellor, attended by deans, faculty managers, and head of school.

**Bristol University** • 2016 to 2018

**Information & Systems Support Officer**

Managed and provided specialist data for senior management, outlining state of play, trend analysis and potential projections for postgraduate admissions services to inform decision making and strategy in CRM activities, intake management, and workload management of admissions teams during recruitment cycles. Fostered positive work environment by cultivating positive and lasting relationships with colleagues. Conducted detailed analysis as well as wrote reports and made recommendations for senior team committees lead by the registrar.

**Key Accomplishments:**

* Developed and implemented self-service projection model and dashboard using three-year historical trend analysis for postgraduate programmes across university to support intake projection analysis and planning decisions.
* Delivered small and large group and one-to-one training workshops to staff across university to outline key points for developed tools.
* Appointed as Secretary to the Russell Group top-24 UK Universities in collective postgraduate admissions forum.

**The University of the West of England** • 2015 to 2016

**Planning Officer**

Coordinated data gathering for planning process, developed planning tools to support strategic priorities, and oversaw University student number planning process for three faculties supporting PVC for resource.

**Key Accomplishment:**

* Appointed as Secretary to committees and working groups; smoothly aligned processes to achieve pre-set objectives.

**Additional Experience**

**Undergraduate Administrator** | Bristol University | **June 2013 – January 2015**

**International Partnerships Officer** | The University of the West of England | **May 2012 – June 2013**

**Project Implementation Co-ordinator** | Tesco Head Office | **2005 – 2006**

**Problem Manager, Technical Support Analyst** | Tesco Head Office | **2004 – 2005**

**Call Centre Manager** | **Help Desk Executive** | Tesco Head Office | **2002 – 2004**

**Education & Training**

**B.A Hons in xxxxx**

University of the West England | Bristol, UK

**Tools, Trainings & Certifications**

Advanced Excel | SQL:| SharePoint | MS Office Suite: Word, Outlook, PowerPoint, SharePoint, Excel | Prince2 Agile Foundation | Lean Six Sigma: Yellow belt