

Nick Mayes

IT Director at Gala Bingo

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Summary

Results oriented and driven board level technology, business process and transformational change leader with over 25 years proven track record of ownership, benefits realisation and building teams to deliver in complex and challenging environments.

Strengths

- Organisational Leadership and delivery of technology & business change programmes within large and complex businesses including multi-site operations, international, private equity and FTSE Plc in excess of €18bn turnover
- Engaging member of the executive team and board with ability to think outside of the box and to communicate complex subject matter in plain language
- Experience of ownership and responsibility for 24x7 systems including large scale complex revenue generating and mission critical multi data centre international enterprises
- Highly commercial with P&L responsibility to £50m, strong budgeting and finance acumen and proven achievements in contract management, ownership, and cost reduction

Skills

- Business transformation through significant growth and change including full suite ERP, Business Analytics and CRM
 - Strategy and Governance development and alignment through engagement with business stakeholders
 - Deep technical and architecture understanding with ability to challenge subject matter experts on all enterprise systems emerging and legacy
 - IT team performance optimisation through engagement with the business, definition of target operating model, best practices and benchmarking, organisational design, rationalisation and mentoring
 - Significant experience of Sales, Mergers, Acquisitions and IPO including due diligence, documentation, external liaison and full IT ownership
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Experience

IT Director at Gala Bingo

June 2016 - Present (10 months)

Owner at Mooba Ltd

November 2011 - February 2017 (5 years 4 months)

MOOBA: Engagement – Understanding - Delivery

“We have experience from both sides of the table, managing external partners and experts and engaging with business stakeholders. This experience means we can provide a service that gives great insight plus an understanding of what is important to you and what is not.”

Engagement is our watchword

We pride ourselves on our methodical and highly professional engaging approach. The first step is to listen and understand.

Consultant at Gala Bingo

February 2016 - June 2016 (5 months)

Working with the board of the new MBO Gala Bingo

Programme Director at TUI

March 2015 - February 2016 (1 year)

TUI Group is a FTSE 100 Plc and is the world's number one integrated tourism business operating in around 180 countries worldwide. With around 1,800 travel agencies across Europe, six airlines operating more than 130 aircraft, more than 300 Group-owned hotels and resorts and twelve cruise ships. TUI has 77,000 employees and a turnover of €18.7 bn.

Interim Readiness for Sale and IPO Team at Gala Coral Group

February 2014 - November 2014 (10 months)

Produced IT documentation and due diligence for sales Information Memorandum (IM) and IPO Offering Memorandum (OM)

Provide first point of contact and interface between external advisors, in house legal and interested external stakeholders and boards, IT directors and IT teams of group businesses

Management of reactive project to Audits from major software vendors. Involved liaising with IT Directors and technical teams across three international businesses

Interim - Casino Sale Team at Gala Coral Group

October 2013 - February 2014 (5 months)

Achieved service transition from group structure to three separate entities with no degradation of service
Responsible for departments and processes in transition to acquirers, planning and execution of business transition

Transition suppliers, services and contracts including BT and Microsoft from Gala Casino to Acquirers
Close down Casino operations within Gala Casino including personnel, facilities and contracts

Interim Director IT Shared Services at Gala Coral Group

February 2012 - October 2013 (1 year 9 months)

Management and Leadership of Group IT

Decentralisation of group IT to operating divisions

Redesign and separation of:

IT services

Group data centre

WAN

Contracts and relationships

Project culminating in closure of Group IT following successful handover to operating divisions

Interim - Casino Sale Team at Gala Coral Group

November 2011 - February 2012 (4 months)

- Successful production of IT due diligence documentation to support sale process and reduce price chips
- Highlight synergies and opportunities
- Produce high level transition plan
- Conduct commercial review to ensure software licence, assets and service transferability

IT Director at Luminar PLC

March 2004 - November 2011 (7 years 9 months)

Luminar Plc was the leading operator of late night venues in the UK, consisting of over 300 outlets and 10,000 team members. It had FTSE 250 listing under the Leisure Index. The market capitalisation was approximately £650m.

Held responsibility for the leadership and delivery of all technology and change including 55 professional staff and direct management of several outsource contracts. Reporting directly to the Finance Director.

Head of CRM at Luminar

March 1999 - March 2004 (5 years 1 month)

Establish UK membership and loyalty scheme for clubbers; 1.6 million members registered.

Implement 200 websites for UK nightclubs

Management of all UK direct to consumer campaigns

Establish new brand to cover all 300 UK based nightclubs and all internet and direct marketing. This included production and sale of 2 compilation music CDs and national music chart.

Mobile marketing systems

Sponsorship

Director at IEP

March 1992 - March 1999 (7 years 1 month)

IT Consultancy offering system build, implementation and training.

End User training in the home

Business Support across all sectors, clients in retail, leisure, hotel and manufacturing
System Build, Intel IPI and Microsoft OEM

School of Fighter Control at Royal Air Force

March 1987 - March 1992 (5 years 1 month)

Deployed to various locations UK and overseas including Falkland Islands and Middle East
Involved with replacement of the UKs Air Defence Ground Environment, Radars, Communications
Equipment and Installations from an operational perspective working across UK RAF and Navy and NATO
and US Air Forces
Final postings included staff member at the School of Fighter Control and London Air Traffic Control Centre
Military Liaison

Volunteer Experience

Publicity Officer Committee Member at Burton Sailing Club

July 2009 - July 2011

Publicity officer and Committee Member of not for profit sailing club.

Projects

Ocean

March 2012 to October 2013

Members: Nick Mayes, Simon Lees, Keith Newman, Nick Patel, Parvinder Sandhu, Lisa Smith, Massimo
Franzese, Jayne Mitchell

A £6m transformational IT Change programme to simplify and separate the Group's key shared networks,
infrastructure, systems and applications forming a key part of the Gala Coral Group's future strategy

Publications

IT Team Structure and Outsourcing

Computer Weekly September 18, 2008

Authors: Nick Mayes, Computer Weekly

CW Article that referenced my work at Luminar Plc

Skills & Expertise

Change Management

Consulting

Strategic Planning

Program Management

Outsourcing

Management

CRM

Strategy
Project Delivery
Start-ups
Data Center
Mergers & Acquisitions
Leadership
Team Management
Team Leadership
ITIL
Project Planning
Restructuring
Business Analysis
Training
Virtualization
Business Intelligence
Business Process
ERP
Stakeholder Management
Business Relationship Management
Mergers
Integration
Business Process Improvement
Operations Management
Cloud Computing
Acquisition Integration
Due Diligence
Military
Marine
Boating
Customer Relationship Management (CRM)

Education

Institute of Directors

Director Development, 2003 - 2004

Royal Air Force

1987 - 1992

Long Eaton

1983 - 1987

Interests

Yachting, motor boating, scuba diving and cruising the Solent and South Coast.

Languages

English

(Native or bilingual proficiency)

Certifications

Powerboat Trainer

Royal Yachting Association (RYA) February 2016

Advanced Powerboat (commercially endorsed)

Royal Yachting Association (RYA) March 2007

Day Skipper (sail)

Royal Yachting Association (RYA) February 2006

Boatmaster

Maritime and Coastguard Agency February 1991

Personal Management Licence

Gambling Commission August 2016

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12 people have recommended Nick

"Nick worked for me at Gala Coral, during this time he managed the day to day delivery of group IT critical systems. In addition he lead the process of disbanding the Group IT function in order to provide independent IT operations for each of the Group companies, in readiness for future sale. This required detailed management and negotiating skills, which Nick undertook with ease and was completed on time and to budget. It would be a pleasure to work with Nick again."

— **Keith Newman**, *Interim Business Transformation & Change Director / CIO, Gala Coral Group*, managed Nick at Gala Coral Group

"Nick has an impressive ability to cut straight to the heart of any matter. His insight, intelligence and experience which gives him a broad foresight that allows him to project issues and formulate resolutions, regularly preventing them from happening before the customer has been aware that trouble could be coming. Nick has a commanding yet warm disposition and he is as comfortable talking nuts and bolts with technicians as he is is discussing strategy, plans and financial aspects of programmes with senior execs. "

— **Nick Patel**, *Senior Project Manager, Gala Coral Group*, reported to Nick at Gala Coral Group

"Nick led a complete IT transformation program replacing the core systems in a fast moving leisure business. The business benefits were exceeded and the implementation quality was high. The experiences from this program proven that Nick is equipped to deal with complex business and technology change and is capable of a high standard of delivery."

— **Nick Beighton**, managed Nick at Luminar PLC

"Top Flight IT Directors need to not only have a formidable command of the technical environment and where it is going, but also the crucial ability to fit that with the commercial aspirations and challenges of the company, at the same time as getting the best from the IT team and working effectively with other professionals. When we worked together, Nick demonstrated to me that he clearly has all of this, quite apart from the fact that he was a great person to work with."

— **Murray Macnab**, was with another company when working with Nick at Luminar PLC

"Nick is a hard working and committed individual always available to work on issue to get them resolved in the interest of the business Nick's has several strengths but is well known for his supreme negotiation skills as well as knowledge of the hospitality industry. His continuous focus on cost reduction and maximum value to the business make Nick an asset for any business"

— **Massimo Franzese**, worked directly with Nick at Luminar PLC

"Nick's professionalism as an IT Director and executive is demonstrated through his detailed understanding of the Leisure industry and how this has needed to relate to a best practise IT operation. Over the period of our engagement Nick led the service model for Luminar from a department based cost centre into a service orientated Retail IT service. Including service and datacentre consolidation, application migrations, contractual negotiations, true partner / supplier management and branch / HQ support mechanisms. Nick has driven the requirements for sponsorship within the organisation and a realistic check and balance to new initiatives and business cases."

— **Jonathan Barrett**, was a consultant or contractor to Nick at Luminar PLC

"I have worked with Nick in technically scoping, operationally planning and commercially negotiating a number of major projects for Luminar. His approach is consistently highly professional and while the process in all three areas was not without challenges, Nick's ability to rally all parties involved to focus on a common goal ensured its ultimate success. I have always found Nick to be a strong negotiator, extremely hard working and a very focused individual who has made working with Luminar a pleasure."

— **Steve Hodges**, was a consultant or contractor to Nick at Luminar PLC

"Nick was always very approachable and extremely helpful with complex IT problems, strategising solutions that got the job done, often in short timescales directing and managing a large, friendly and knowledgeable IT team."

— **Andy Mac**, worked with Nick at Luminar PLC

"Nick was the ideal client because of his ability to combine IT best practice with new and innovative technologies. When comparing IT products, services and vendors, Nick understands and appreciates the subtle differences, the impact they can have and therefore the true value of an offering. Nick is a pleasure to work with and is clear and concise when drafting specifications and setting expectations. I would not hesitate to recommend Nick and enjoy each opportunity to work with him."

— **David Gallimore**, was a consultant or contractor to Nick at Luminar PLC

"Over the past 9 years I have worked very closely with Nick and his team. Their focus was always on the promiss "delivered" and to my certain knowledge this was never missed. Nick has an extremely good eye for

detail especiaslly within the big picture. If Nick had been working for me I would of considered him a great asset on many projects as well as day to day running."

— **Keith Langford**, was a consultant or contractor to Nick at Luminar PLC

"Nick is a highly professional and effective IT Director. All my dealings with Nick have been positive experiences and would recommend him to my friends and business contacts. Regards, Paul Francis. Director Customer Success Ltd. 08700 43 5000"

— **Paul Francis**, was a consultant or contractor to Nick at Luminar PLC

"Nick is a bold and decisive manager willing to bring new ideas to the market and work to make them a success. He also has a rare skill of combining technology and marketing to bring benefits to business and its customers. I enjoyed working with Nick"

— **Ramesh Kumar**, was a consultant or contractor to Nick at Luminar

[Contact Nick on LinkedIn](#)