Richard Slater

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| **Personal Profile** | | | |
| Senior IT professional experienced in all aspects of IT operation and management across multiple industries. Strategic thinker, adept at managing complex projects including infrastructure, business systems, risk management, data protection and compliance. Digital transformation leader creating and steering digital initiatives to drive business growth and drive operational efficiency. Technologist who keeps up to date with the latest trends, leading the development of technology projects in alignment with business, operational and compliance requirements. Innovator who keeps organisations at the forefront of their industry ensuring that technology is thoroughly adopted by both employees and the customers who use their software. Committed to ensure there is a return on software / technology investments.  Highly experienced in managing and leading multi-disciplined teams, working in synergy with stakeholders and personnel, accustomed to handling multiple projects and priorities in fast-paced environments. Driven to apply strong work ethics and core values to achieve or exceed deadlines and targets. Proven track record in business change, increasing productivity and achieving substantial cost savings. I offer a broad range of capabilities to organisations with innovative ideas and unbiased problem solving. Exemplary organisation, interpersonal, logistical and communication skills level combined to establish a productive working relationship with clients and colleagues. Passionate advocate of the continuous development and progression of people.  **Key Skills**   * Possess high ethical standards and integrity * Sound judgement and willingness to challenge * Interpersonal skills through listening, persuasiveness, ability to communicate ideas, openness and awareness of non-verbal communication, co-operation, team-working and facilitation skills * Leadership and self-awareness with an ability to gain respect and attention * Critical thinking, creativity and strategic awareness, ability to take the wider strategic view * Business acumen, ability to identify new business opportunities, embracing change and innovation * Ability to assimilate, assess and analyse information * Political astuteness, diplomatic and able to deal with conflict * Determination with the tenacity and drive to succeed | | | |
| **Current role, career and achievements to date** | | | |
| Feb 2016 – Present **Group Head of IT** – The Holchem Group  Responsible for the Group IT & Digital functions within this hygiene technology manufacturer & distributor across multiple locations. Established IT direction defining the IT & Development strategy including digital transformation programmes to support business growth and increase operational efficiencies. Developed IT service to the business from non-existent to trusted business partner. Managing vendors and contracts with a continued focus on cost and service.  Key achievements include:   * Managing a million-pound budget and delivering over £200k cost savings across Capex & Opex * Achieving cost savings of 10-20% across all service providers through supplier and external vendor management improvements * Digitally transformed time-consuming manual paper-based activities to mobile applications increasing efficiencies and improving management information. Savings of approx. 400 hours per week across all staff * Continual assessment, evaluation, planning, co-ordination and directing of IT best practice and governance across the group * Successful implementation of IT ServiceDesk, defining service level agreements with the business as part of service improvement plan * Ensuring best practices around project management & methodologies are followed * Contribution and commitment in group ERP system rollout across multiple locations * Aligned development teams to ITIL & Agile frameworks to better support internally developed systems and applications more effectively * Introduced BI / Data Analytics tools to provide accurate and up to date information to improve business decision making realising circa £100k annual saving of manual reporting effort * Led Group Security and Compliance (GDPR, PCI/DSS), DR and business continuity plans to support the business * Improved operating efficiencies through introduction of electronic data exchange * Led SharePoint implementation for Group document management and collaboration   Nov 2015 – Feb 2016 **Group Head of IT** – Bes Utilities  UK-based, independently owned group of companies, comprising Energy Solutions, Commercial Electricity and Telecoms and responsible for the management of a multi-disciplined team of 30.  Key achievements included:   * Recruit multi discipline team members across Support, Development and Infrastructure * Multi service business development across the group * Retained and developed effective high-level working relationship with local and national lead bodies, partners and stakeholders * Introduced ITIL service management framework improving delivery across all facets of department * Agreed service level agreements, key performance indicators and monitoring with the business * Control and reporting of an extensive IT budget   June – Nov 2015 **Head of Global Infrastructure** – James Fisher PLC  Delivery of the Global Infrastructure for a group of 30 plus businesses, specialising in services to marine, oil, gas and other global industries. Responsible for all IT operations and infrastructure projects.  Key achievements included:   * Third party and vendor management across a global remit * Support and embrace cross company initiatives and projects * Lead and managed infrastructure teams across multiple disciplines * Sustainably controlling the infrastructure budget across the group * Chaired the group CAB meetings for change management within the business * Data centre management including capacity planning and service level management * Involved in the integration of group companies through acquisition and mergers   **June 2013 – June 2015 Group Head of IT – Seddon Construction Ltd**  Comprehensive senior management IT role, liaising at board level to develop and deliver a business aligned strategy. N**ational** company providing construction and maintenance services.  Key achievements included:   * Managed a multi-disciplined team in a complex multi-site environment supporting 700+ users * Involved in company split from group structure from inception to completion * Carried out and executed effective partner and customer communication strategies * Delivered change projects from initiation and planning through to delivery and implementation * Third party vendor management including telephony, WAN, support and software * Negotiated outsourced support and maintenance contracts * Identified key areas for improvement, implementing training to both administration and technical support staff to put these improvements into action * Mentored Executive Stakeholders to define IT governance, policies and standards * Delivered complex projects including telephony, ERP, CRM, archiving, storage solutions, email and desktop upgrades across multiple sites   May 2005 – July 2013 **IT Manager** – The Football League Ltd  Full control and management of the ICT function for this National Governing Body which is responsible for administering and regulating the Championship, Leagues 1 and 2 football divisions.  Key achievements included:   * Recruitment, management and development of the IT team including service desk, development and project management * Development, implementation and management of the IT strategy * Full IT budget control and reporting * Responsible for the management of disaster recovery and business continuity solutions * Developed and maintained strong relationships with vendors * Involvement in the digital strategy, working closely with other business stakeholders * Delivered compliance on regulatory and legislative areas ensuring security and control * Liaised with the management team * Implemented continuous measurement, review, audit and benchmarking processes to monitor the security, capacity and performance of systems * Analysed and evaluated trends in IT * Managed communications and telephony systems across multiple sites * Championed and delivered the migration from Citrix to VMWare platform for remote desktop services * Liaised with the FA Premier League in development and delivery of joint projects * Designed and delivered data/infrastructure architecture * Managed infrastructure security including remote/home users   Sep 1999 - 2005 **Technical Services Manager** - Flexsys UK Ltd  May - Dec 1998 **PC Support Technician** - Sudden Solutions  March - May 1998 **Computer Engineer** - Mikacom Computer Systems  Jan 1992 - March 1998 **LCPL Vehicle Technician** – Royal Electrical & Mechanic Engineers | | | |
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| **Summary of Education and Qualifications** | | | | |
| Educated to GCSE standard at Derby High School, Bury  Leadership & Management Training througout army career  **Developed IT Skills Via Approved Centres**   * Certificate in Information Security Management Principles (CISMP) * Scrum Master in Agile Teams * Level 5 Diploma in Leadership & Management (ILM) * Prince 2 Practitioner * Certified GDPR Practitioner * ITIL Foundation Level 2 & level 3 bridge course * VMware vSphere / ESX(i) 5 / 4 / 3.5 * Exchange 2007 Install & Administration * Cisco CCNA Certified * MCDBA Certified: SQL 2000 * MCSE Certified: Windows 2000 & Windows NT4 * City & Guilds: Computer Installation & Maintenance * NVQ Level II: Installing & Commissioning Telecommunications Equipment * Dale Carnegie – Leadership for Managers | | **Key IT Skills**   * Office 365 * Linux * Active Directory * Disaster recovery/Business Continuity * LAN / WAN * Telephony – Avaya/3CX/Cisco * Citrix * Qlik Analytics/Business Intelligence * Tenable Security * Windows – Server/Endpoint * Microsoft Azure * Firewalls –Cisco/Checkpoint/FortiGate/Microsoft * MDM Solutions (Airwatch/Mobile Iron) * ERP – MS Dynamics NAV * Storage Solutions – DELL/EMC/HP * Virtualisation – VMWare/Hyper V * Veaam & Symantec backup products * VPN solutions * Blackberry mobile solutions * Helpdesk/Service management - Front range HEAT/Service desk Plus * GDPR, ISO27001 and PCI/DSS * HR – Sage People * Wireless – Cisco Meraki * Sophos Endpoint * Desktop Encryption | | |
| **References** |  | | | |
| Available upon request | | |