**Gavin A. Perkins**

### Business Experience

An experienced, customer and results focused IT, Digital and Change Leader with full FCA Senior Manager Certification, operating at group and executive level in FTSE, private, public /council linked, SMEs, start-ups and TSOs with associated diverse business sensitive cultures across multiple sectors and geographies. A summary of relevant experience includes:

IT Team Managing agile BAU IT Departments: IT Operations, IT Infrastructure, Service Delivery, IT Dev/Test, Applications,

Management Project and Business Change across 365/24/7 and 170 locations in complex and highly regulated environments

Staff Understanding culture; nurturing, motivating and enthusing individuals to meet delivery requirements across business from small teams of c.5 to department and matrix management of 120+ UK and International staff

Strategy Developing/ delivering IT and Digital Strategy/ Architecture; introducing eg: B2B/ B2C omni-channel/ digital

IT/ Digital products and Azure/ AWS cloud based solutions, in/outsourcing, offshoring and resulting staffing (re) structures

Transformation Communicating and delivering IT and Digital transformation programmes, business change, transition plans and

/Delivery technical/ architecture roadmaps through conducting detailed and collaborative business wide IT reviews

Budgets Creating and owning IT capex/ opex budgets of up to £8m, £12m for outsourced IT partner contracts and £5m for collaborative project portfolios across UK, USA, EMEA, South Africa and Australia

Customer Client facing, building relationships and trust, understanding consumer requirements and bringing innovative,

/Commercial new and tested product sets/ services to market, tailoring to customer needs – RFP/ RFI/ RFQ, 3rd party £million

Awareness contract negotiations and reviews aimed to increase operational efficiencies, growth and margin

Stakeholder Relationship building, working with senior stakeholders, C-level, the Board and wider business operations as

Management a technology advisor and influencer, guiding decision making and managing expectations throughout

Cyber Utilising eg: NCSC, NIST, OWASP, CIS to lead on Technology Risk, Information Security, Regulatory Compliance

/Security Business Resilience (DR/BCP) and Data Protection initiatives for enhanced solutions and improved security

Best Practice Maintaining robust IT governance, best practice and continuous improvement through introducing structured

/Governance methodologies, recognised standards and statutory (FCA) regulations, eg: ISO27001, ITIL, Prince, GDPR, COBIT…

Mergers Leading IT and working through PE/ VC mergers, acquisitions and the creation of group shared services

### Career History

# **Executive Consultancy September 2018 - Current**

**One Education, Manchester**

One Education was established in 2011 to empower school leadership teams and teachers to enhance the quality of education for young people, supporting schools, academies and multi-academy trusts.

* Engaged on an interim basis to provide support and consultancy to the IT Director on all aspects of IT, Architecture, Change/ Transformation and Digital related matters.

# **Head of IT June 2017 – July 2018**

**Leek United Building Society, Staffordshire**

Established in 1863, Leek United is a traditional, mutual building society with assets over £1billion, delivering retail financial services through brokers, agents and UK retail branch locations to the general public. Engaged with accountability for the BAU IT Department and Business Change, the remit being to define the IT and Digital Strategy/ Architecture; offering first time digital consumer financial services products in a highly regulated, governed and risk managed environment.

* With FCA Senior Manager Certification, working, advising and influencing the Executive Directors and Board members to develop and present a long term business redefining customer driven IT and Digital Strategy/ Architecture, with focus on a first time innovative digital/ mobile consumer account presence, supporting key business strategy requirements.
* Collaboration with marketing and wider business operations, engaged in public focus groups to understand (non-) customers and wider general public views/ requirements to develop the supporting product sets and IT strategy for a digital first time sales channel, delivering consumer financial services with full back office core system integration.
* Day to day BAU management of the IT Department, Project and Business Change supporting head office and retail branch IT operations. Performing various business involved disaster recovery (DR) tests and BCP/ cyber desktop simulation exercises, responsible for GDPR compliance and delivering a portfolio of operational projects.
* Delivering Cyber Security, Risk Management, IT Governance, Information Security and Data Protection Policies. Working internally with Compliance and Risk and externally with auditors, National Cyber Security Centre (NCSC), FCA, BSA, and onsite PRA and Bank of England visits to ensure that compliance and security standards are met.
* Developed an outsourced cloud model for the provision of core system operations of the SopraSteria Banking application suite with central administration, branch and online capability with a supporting cloud hosting and management strategy for migration away from onsite IT hosting, batch processing, technical operation and IT support.

# **Head of IT March 2017 – June 2017**

**UK Payments, London**

UK Payments supports the payments industry, who deliver real-time payments in the UK (Faster Payments), quick and secure card payments (Chip and PIN), payments service (Paym), and also includes the Bank of England, Open Banking, FFA, SWIFT, Link, Bacs, CHAPS Co, C&CCC and UK Finance (Payments UK). The role covers:

* BAU management of the IT department, delivering business/ client aligned IT Services around strict SLAs with regular KPI client meetings and operational forums. Offering software development services to the Bank of England and internal clients within a structured/ highly regulated, managed operational risk and change management environment.
* Ensuring IT information security, data protection and multiple compliance policies are strictly adhered to with managed reviews of IT governance and audit controls around, eg: ISO27001, ISEA3402, FCA, GDPR, within an information and cyber security threat aware culture.

# **Group Head of IT, Corporate Services June 2015 – November 2016**

**The Growth Company, Manchester**

The public serving national Growth Company drives forward technology, digital, economic, professional and personal development across communities and Internationally by boosting employment, skills and investment across 20+ businesses

* Offering an external IT managed services solution to corporate clients
* Supplying higher education/ apprenticeships/ educational and work skills for individuals
* Providing FCA governed financial products, utilising bespoke Fintech products
* Offering commercial business strategy, economic policy research, business guidance and regulatory consultancy
* Delivering ERDF and Government funded projects

Reporting to the COO, a specific remit to introduce digital technology and innovation through cultural change:

* BAU management of the IT Department, covering internal/ customer agile application development, Prince2 project management, infrastructure, ITIL service desk, network and service delivery management. Full work scheduling/ resource management, focusing on system design and integration with web site, CRM, ERP, development and delivery.
* Client facing and commercially owning the external IT Managed Service, reviewing true margin viability and contract redesign; providing client relationship management, delivering contractual SLAs, KPIs and service delivery through strong business stakeholder management and introducing tested product sets where commercially sound.
* Define and deliver the Group IT Strategy to digitally enable the business for delivery to B2C/ B2B, internal/ external customers/ public through leading the IT Transformation Programme, providing delivery based enterprise cloud/ Office 365 and digital technologies for systems development, data management, collaborative working and cyber security.
* Maintaining open channels of communication at Cxx/ MD level and discussion around future thinking, business, IT and digital strategic direction. Moving Business Continuity Planning (BCP), Disaster Recovery (DR) and backup solutions into the cloud, towards completing ISO 27001 Information Security Management accreditation.
* Defining and managing the complex £multi-million IT budget across group, with full capex/ opex, cross business/ group recharging and external commercial income, including true cost of delivery and project portfolio progression. Conducting £multi-million 3rd party supplier reviews and going to tender through the RFP/ ITT procurement process.

# **Group Senior IT Manager, Shared Services February 2013 – January 2014**

**Boots Alliance Walgreens, Nottingham & London**

Boots is a major high street multi-channel, pharmacy led and beauty retailer, and with Alliance Healthcare (wholesale/ distribution/ logistics) has global revenues of £22 billion, 108,000 staff and over 3,500 national/ international stores and service centres/ warehouses. Walgreens will add revenues of $72 billion, 176,000 staff and over 8,300 US based stores.

* Managing teams covering ITIL Service Delivery, IT Operations, 365/ 24/ 7 national high availability/ transactional multiple on site tier 3 Data Centres, consolidating the European Data Centres and outsourced models, including completing the insourcing of a German £3million IBM outsourced contract. Maintaining Group wide disaster recovery (DR), business continuity planning (BCP) and service resilience with regular scheduled business engaged testing.
* Ownership of an outsourced 3rd party £12 million/ 120 staff offshored IBM Indian account, delivering multi-disciplined services with scheduled performance and contract reviews. Additional 3rd party partner on/ off site collaboration with Fujitsu, Vodafone, Sopra Steria, Cognizant, Computacenter, Amazon and Microsoft for relevant supplied services.
* Control of an internal £5million project portfolio budget and working within the annual Group £170 million PMO function to deliver specific works across Europe, safeguarding service delivery and offering a continuous improvement culture to remain inherent, working towards a world-class service delivery function.
* Ensuring Alliance Healthcare conformed with Group and established a standard IT target operating model covering compliance and risk, to include various SOX/ SOC audit compliance for process and controls to ensure high levels of operating standards, consistency of approach and governance throughout for Boots and Alliance Healthcare.
* As part of the senior management led task force, leading a number of streams to address a major business change and transformation programme; offering tactical and longer term strategic direction addressing: Organisation, Technology, Reporting/ Dashboarding, Process/ Control/ Governance, Business Mapping (CBPs) and Environmental concerns.

# **IT Director - Group** **July 2012 – February 2013**

**Impellam/ Tegrus Group, Manchester & London**

Reporting to the CEO and working at board/ SMT level, Tegrus Group (Medacs Healthcare, Comensura and Celsian), provides human-capital services for the medical healthcare profession: homecare services, care workers, occupational healthcare therapists, physiotherapists, registered general nurses, social workers, nutritionists and allied health professionals.

* As part of the SMT, developing an IT Strategy and working with UK and International stakeholders/ MDs to deliver an IT service providing the foundations for revenue generation, business growth and market development across the EMEA, South Africa and Australasia – through organic growth and sizeable local acquisitions, with a country tailored IT approach.
* Working across group and with operations to develop the digital strategy and customer engagement through enhanced self-fulfilment and self-service back end integration to increase client induction, automation and focus on call centre completion and margin generation.
* Offering technical and IT operational support/ input for framework renewals, RFI/ RFPs, major bids and tender situations across Tegrus Group for the National Health Service, Department of Education and National Police Authorities, ensuring the IT function can support the relative tender commitments.
* Managing the disaggregation from Impellam Group to an outsourced supplier that provides 365/24/7 data centre, infrastructure, telecoms and selected IT services to the c.30 UK and international offices. The sourcing of an in-house IT Department including bespoke software development, PMO, enterprise architecture, IT Operations and IT Governance.
* Continued multi/ senior relationship/ stakeholder management and initially reviewing external third party development/ support suppliers and introducing recognised methodologies and streamlining processes to establish standard ways of working and service improvement – eliminating unnecessary costs and improving delivery turnaround.
* Negotiating service level agreements (SLAs) with customers/ service providers and monitoring performance/ service delivery to ensure agreed targets and standards are met. Managing risk throughout, working with legal counsel to form exit strategies with various “locked in” suppliers though a period of intense change and transformation within the organisation.

# **Senior IT and Business Change Manager** **August 2011 – January 2012**

**MGM Advantage, Worthing**

MGM is a mutual boutique life and pensions specialist providing retirement income solutions. Recruited to help develop the IT Strategy, manage day to day BAU and the IT Function within Business Change for Solvency 2 secondment:

* Translating the 5-Year Business Plan to develop the IT Strategy, focusing on maximising full margin business through omni-channel distribution strategies including IFAs, D2C, ecommerce and portals, and business supporting IT agility through cloud scalability, automation and mobile/ access methods while reducing risk throughout.
* Day to day management of the Prince2 IT Project, BAU and operational aspects of the Business Change function, Agile Software Development, BAs, Test/ Release Teams. Also the Infrastructure and System Project Management teams to deliver products, projects, services and solutions to the business – ensuring consistent delivery to cost, quality, scope and time.
* Managing and owning the relationship with Exaxe critical 3rd party software development and suppliers who provide the business administration systems for enhanced and fixed income annuities, while protecting Intellectual Property. This also included re-negotiating the Master Service Agreement and agreeing a Portfolio Release Schedule.
* Ensuring strong IT governance throughout; responsibility for planning and ensuring IT resource and workflow is scheduled and supplied for FSA regulatory, BAU, programmes, projects and various work streams, ensuring resourcing budgets are maintained and interim/ permanent recruitment complete to service the requirement.

Head of IT Operations 2010 – 2011 Working Links Sheffield

Divisional Head of IT 2008 - 2009 Towergate Group/ Broker Network Harrogate

Head of IT 2007 - 2008 Flextronics/ Solectron Warrington

Head of IT 2007 - 2007 Jackson Lloyd Wigan

Head of IT 2004 - 2006 QEK Global Solutions Oxford

European IT Manager 2001 - 2004 Minorplanet Systems Leeds

### Personal Details

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Education: BSc/BA Computer Science/ Business Studies, BIHE

BTEC Computer Science, National Computer Centre (NCC) sponsored, Manchester

7 'O' Levels, Ashton Grammar School, Manchester