MARK DUNCAN LOUDON

Mark@TheLoudons.org | 07590 470007 |Lincoln. LN6 0BP

**PERSONAL PROFILE**

*I am an experienced consultant, analysist and manager. Easily adapting to change, I thrive in environments where I can directly contribute to team development, process analysis and change management.*

*My most recent roles have focussed on identifying needs, examining business critical issues, developing processes, and supporting change through detailed reporting, planning, and training delivery.*

*I’m highly self-motivated, enthusiastic and comfortable operating within all organisational levels.*

**SKILL SET**

Process analysis  
Change management  
Implementation delivery  
Strategic reporting  
Senior management   
Team development  
Training delivery

**ACHIEVEMENTS**

* Identified the need for, created and delivered a client services portfolio to expand upon the range of external services offered, including site visits to conduct process analysis and business consultancy services. This improved the perceived service value, and created sales opportunities that were previously inaccessible.
* Created and developed a platform for Identifying, tracking and delivering internal career progression that is used to onboard and develop employees. This resulted in higher retention, and a greater net skill level throughout the organisation.
* Conceived and implemented volunteer operated social enterprise projects that support the local community through core skills and employability development. In the first year the projects employed 5 staff, helped over 150 volunteers return to work and provided free internet access and IT training to over 1500 local residents and Job Centre Plus clients.
* Developed and introduced an accredited modular employability training scheme to aid clients in their journey to gain employment. The training scheme focussed on developing confidence and improving skills sets, while providing recent, relevant work experience in a supportive environment; geared toward providing a structure that could be tailored to any sector, irrespective of prevalent personal needs, challenges and learning style.

**EMPLOYMENT**  
2016 TO PRESENT – WISE SOFTWARE (UK) (ORDERWISE)   
**BUSINESS EXPERT**

As an OrderWise Expert, I become an integral part of a clients’ management team. Working with directors, and super users, I examine processes and systems, and work to identify areas requiring improvement. I aid change management by delivering systems and process training to teams across all departments, and produce a ‘findings report’ as a guide to future development.

2013 TO 2016 – FUTURE WORLD OF WORK - **DIRECTOR**

Future world of work was a community interest company with a focus on improving employability prospects, particularly within communities facing workforce issues.   
We developed partnerships with service providers and community groups to ensure that job seekers have access to the best possible avenues to improve their potential employability.

2013 TO 2015 – TECHSTART - **OPERATIONS MANAGER**

I developed a not-for-profit social enterprise specialising in the refurbishment of Waste Electronic and Electrical Equipment (WEEE) as a partnership between Rushmoor Schools Plus, First Wessex housing association, Rushmoor Borough Council and Future World of Work.

2011 TO 2014 – GUILDFORD JOB CLUB   
**FACILITATOR & MANAGEMENT COMMITTEE MEMBER**

I was responsible for Facilitating sessions, developing group activities, and providing networking opportunities between clients and local employers. Working closely with Job Centre Plus and Guildford borough council, we worked to improve employability prospects for clients that were considered 'unemployable'. We achieved a 95% success rate over a five-year project.

**QUALIFICATIONS**

HIGHER / VOCATIONAL:   
NON-RELEVANT QUALIFICATIONS OMITTED

BSc (Hons) Computing and IT   
ILM Level 5 Diploma   
NVQ Level 4 Business Management   
Preparing to teach in the lifelong learning sector (PTLLS – City & Guilds, Level 4)