**Iona McArdle – Curriculum Vitae**

**Profile:** I have worked for over 15 years, initiating and managing employability programmes that successfully engage and enable individuals to gain skills, work experience and ultimately move into mainstream employment. As an experienced operational manager I have proven skills in the areas of project planning, project management, development, fundraising, research and evaluation. At the strategic level I have a track record of building partnerships across sectors and an ability to find ways in which agencies and organisations can work together to their mutual advantage.

**Employment History**

**Independent business development consultant, trainer and coach, July 2011 to present**

* Developing links with local Employers to gain sponsorship for key programmes and events to support for business development of a local Children’s Centre.
* Developing business plan and fundraising strategy, to support a new charity targeting deprived young people and families in Purfleet, Essex, and have successfully fundraised to secure core running costs.
* Developing new business model, integrating Early Years curriculum with the ‘Woodland School’ methodology to engage local children and their families in a positive learning environment
* Designed and piloted a training programme for young mothers seeking to gain work

**Manager, Work and Learning Service, Broadway Homelessness Concern, London**

**October 2008 to July 2011**

* Forged a new model of delivery leading to the foundation of Broadway’s Academy at Arlington House, and was responsible for initial negotiations with employers in the formative stages of the Social Enterprise Hub leading to the development of a program of apprenticeship opportunities for young homeless people
* Headed up partnership programme across three boroughs, and coordinated the delivery of a programme of training and work initiatives, including development of accredited work placements, training activities delivered at the Broadway Centre, overseeing a team of Work and Learning Coordinators, an award winning mentoring project and Broadway’s skills exchange.
* Successfully developed funding and delivery partnerships with external partners to develop Customer Care NVQ accreditation alongside work placements in reception and admin roles.

**Team Leader, Employment Projects**, **Employment Team, Work & Learning Services, St Mungo’s, London -Substantive post, September 1998 to October 2008** – incl’ 3 separate secondments to external organisations

* Developed external links with employers through their Corporate Social Responsibility programmes to develop work placements, volunteering opportunities, and mentoring for our service users.
* Revived a network in West London, bringing together local voluntary sector organisations in partnership in order to influence the employment and skills agenda regionally and the Local Strategic Partnership, to ensure wider access of marginalised groups to the employment opportunities opening up via the White City development
* Developed and successfully fundraised for an LDA funded project entitled ‘Business in a Box’ working in partnership with Wormwood Scrubs and Pentonville prisons, enabling offenders coming up to release to start up their own businesses.
* Managed ESF and SRB projects and set up the innovative RSU/DfEE funded pilot project which explored the use of coaching and mentoring techniques to engage and motivate homeless individuals especially those entrenched rough sleepers considered ‘hardest to reach’**.** Delivered vocational guidance and job coaching, working with homeless people in day centres and hostels

**Service Manager, Working Futures Project, Greater London Authority and East Thames Housing Association, London - March 2005 to August 2005**, third secondment from St Mungo’s

* Seconded to establish Working Futures as part of OSW’s Equal Programme – established project framework and recruited operational team, reporting to a multi-agency management committee
* Gained practical commitment to the ‘Working Futures’ initiative from senior managers and staff teams within the key delivery partners; which included GLA, Jobcentre Plus, DfEE, and ODPM**,** London Boroughs of Waltham Forest, Newham, and Redbridge, East Thames Housing Association and OSW
* Raised awareness and ensured project representation within business networks and on local employer forums across the Olympic boroughs to ensure that the participants of Working Futures would be able to access local opportunities resulting from the regeneration programme in the area

**Making Links Programme Manager, Off the Streets and Into Work (OSW), London**

**January 2003 to March 2005** - second secondment from St Mungo’s

* Expanded a strategic, cross-sectoral partnership of 8 organisations, to over 24 voluntary sector organisations and adult education providers committed to a pan-London funding partnership bid, guided by a set of key policy principles aiming to improve access to mainstream service provision for socially excluded people.
* Developed and led cross-sector workshops to identify models of best practice to enable homeless people to access mainstream education provision and to guide partnership work
* Influenced strategic policy by organising dissemination and networking events, hosting a groundbreaking conference.
* Was invited to share expertise on supporting excluded individuals in accessing mainstream opportunities at regional and national conferences as a key speaker on 5 separate occasions.

**Operations Manager, Off the Streets and Into Work (OSW), London**

**September 2001 to July 2002**, - 12 month secondment from St Mungo’s for maternity cover

* Responsible for contract management and accountability of a £2.5 million ESF/ SRB funded programme, managing contractual relationships across a delivery partnership of 17 organisations – the largest homelessness employment initiative in Europe at that time
* Carried out baseline research to demonstrate the unit cost of effective delivery across a pan-London employability programme and commissioned a full research programme which underpinned the future strategic direction of the organisation

**Project Manager – Youth Choices, NACRO / Princes Trust, Gwent, Wales** - September 1996 to September 1997,

* Established a street outreach project to engage disaffected young people living in the Welsh valleys in training, education and employment, working in partnership with a range of local agencies and housing providers.

**Administrative Officer – Employment Service, Employment Service Gwent, Wales,** March to Aug 1996,

**Researcher - Access to Environmental Justice Project, University of Central London, London** November 1995 to February 1996, fixed term contract.

**Special Needs Housing Researcher, Cambridgeshire** **County Council, Cambridge**, Jan 1994 to Oct 1995

**Education, Qualifications & Training**

**BA Honours Development Studies**, University of East Anglia1993 - majored in Economics, Politics and Sociology. Modules completed: project planning, project monitoring and evaluation, research techniques and statistical analysis**.**

**Continued Personal Development:**

**OCN Certificate in life coaching,** Newcastle FE College, 2005

**National Vocational Qualification in Advice and Guidance, Level 4**, City and Islington College, 2001

**Courses completed internally at Broadway / St Mungos:** Managing within a quality framework, Equality and diversity training, Health and safety risk assessment, Operational project planning, Finance and budgeting, Seeking Customer feedback, Staff recruitment procedures, Supervision and appraisal, Understanding mental health issues, Drugs and alcohol awareness, Motivational interviewing, Train the trainer, Teaching in the lifelong learning sector, Managing challenging behaviour.