

**Personal Profile**

An accomplished Operations Director with over thirty years' experience in Operations. Extensive experience building and operationalising businesses. Highly experienced in managing high growth, fast scaling businesses.

An accomplished and highly skilled professional with extensive experience in transformational change and senior operational leadership including strategy planning & implementation, budgeting, commercial contract and vendor management, people growth, and business development across local and global environments.. I have a reputation for an uncompromising focus on achieving business goals whilst maintaining high standards and ensuring customer and stakeholder satisfaction.

My leadership skills have led to an extremely low employee churn rate, creating a team of experts who are passionate about our brand and our customers.

**Career & Achievements****Oct 2013 – Present****Operations Director**

The Legal Marketing Innovation Company

**Job Role**

- ̄ Operational responsibility for the Law-Match/Business Stack Operation in full.
- ̄ Sourced a legal panel of independent Law firms UK wide
- ̄ Introduction of Law-Match Business and Law-Match Travel products
- ̄ Implementation of all service level agreements
- ̄ Responsible for P&L
- ̄ Responsible for Business Development and onboarding of new Clients
- ̄ Identify and manage operational change to increase customer satisfaction and reduce opex

**Key Achievements**

- ̄ Location and source of independent law firms to form national panel
- ̄ Achievement of all Service Level Agreements
- ̄ Implemented processing systems
- ̄ Service Delivery Management of all contractual service levels and agreements

**Key Skills**

- ̄ Owning and developing the product roadmap
- ̄ Responsibility for business growth, revenue and P&L
- ̄ Leadership across multiple teams in several businesses concurrently
- ̄ Resource management and system implementation
- ̄ Digital transformation owner, leading technical improvements consistently throughout the business

**Claims & Fraud Manager****Aug 2010 – Oct 2013**

Lifestyle Services Group

**Job Role**

- ̄ Lead a 200 seat claims management centre to manage all retail and wholesale claims from notification to fulfilment
- ̄ Lead a 15 seat claims fraud investigation centre to identify and package through to prosecution fraudulent claims
- ̄ Introduce and maintain focus on Customer Journey
- ̄ Embed Treating Customer Fairly principles
- ̄ Identify and manage operational change to increase customer satisfaction and reduce opex

**Key Achievements**

- ̄ Improved claims handling time from 0 – 3 days to 100% fulfilled on Day 0 of notification within 6 months
- ̄ Increased claims fraud identification rate from 9% to 35% within 7 months
- ̄ Implemented claims and fraud processing systems
- ̄ Restructured Claims and Fraud teams to enable all claims (c.30,000 per month) to be processed on Day 0
- ̄ Service Delivery Management of all contractual service levels and agreements

**Key Skills**

- ̄ Service Delivery Management
- ̄ Reporting to LSG Board
- ̄ Systems change implementation
- ̄ New Business Implementation
- ̄ Workflow and Resource Planning
- ̄ Operations and Performance Management
- ̄ Stakeholder engagement

**Senior Operations Manager****Oct 2009 – Aug 2010**

Itc Legal (Barclays)

**Job Role**

- ̄ Lead a 150 seat Contact Centre to service all deceased case management for Barclays Bank contract
- ̄ Implement call centre restructure and transition from Client to In House Operation
- ̄ Implementation and control of Human Resource Policies
- ̄ Create and control Disaster Recovery Plan
- ̄ Relocate and restructure requirements for achievement of all FSA regulatory Service Levels

- ✓ Introduce and maintain focus on Customer Journey

#### Key Achievements

- ✓ Improve call answering from 45% to 97% in 3 months
- ✓ Improve call handling service levels from 18% to 82% in 3 months
- ✓ Reduction of open cases outside of contractual service levels from 25,000 to within service level in 3 months
- ✓ Reduction in unplanned shrinkage from 35% to 6% in 6 months
- ✓ Created and implemented plan for case management working saving both executive reporting Boards c.600k
- ✓ Service Delivery Management of all contractual service levels and agreements

#### Key Skills

- ✓ Service Delivery Management
- ✓ Reporting to both Barclays and itc executive Board
- ✓ New Business Implementation
- ✓ Workflow and Resource Planning
- ✓ Operations and Performance Management
- ✓ Stakeholder engagement

#### Operations Manager

RWE Npower (Home Energy Services Division)

Jan 2008 – Oct 2009

#### Job Role

- ✓ Full accountability for the total quality of the Customer Services Operation
- ✓ Manage the communication and relationship between field services and the Contact Centre Operation
- ✓ Implement Call centre restructure focusing on customer service and field service productivity
- ✓ To drive the implementation of Service Levels across all field service functions and to act as the escalation point when those service levels are breached.
- ✓ To effect major cultural change through regular communication and leadership
- ✓ Create disaster recovery plan
- ✓ Introduced NVQ Learning Programme to Operational staff

#### Key Achievements

- ✓ Improved the Customer Satisfaction of the total HES service to 82%
- ✓ Improve job acceptance rates from 70% to 97% in 2 months
- ✓ Facilitate an increase of 70% in jobs per day in 6 months
- ✓ Overhaul of parts purchasing process to deliver more service to customers and allow easier supplier change
- ✓ Create and implement plan for outsourced call handling in non core hours saving 300k pa
- ✓ Relocate and restructure the Installation Operation to facilitate growth

#### Key Skills

- ✓ Internal Service Management
- ✓ Change and Project Management

#### Operations and Workflow Manager

Nov 2003 – Jan 2008

Pipex Communications

#### Job Role

- ✓ Lead, manage, motivate and mentor a 75 FTE Operational Service Delivery team and 9 FTE Resource Planning Team
- ✓ Responsible for the Operational Performance of all Pipex UK Contact Centres

#### Key Achievements

- ✓ Telephony and Workforce Management Tool Implementation across all 3 UK Sites
- ✓ Delivered the leading KPI's around service delivery within the Broadband contact centre industry
- ✓ Responsible for the transition of Service from 3 UK sites to Off shore prior to the cessation of UK Service
- ✓ Lead and drive the successful implementation of a new Customer Relationship Management system

#### Key Skills

- ✓ Resource Planning and Intra Day Workflow methodology
- ✓ Project Management
- ✓ Man Management, Career Development and extensive consultation management
- ✓ Employment Legislation and Human Resources

#### Operations Manager/Head of Customer Support

Sept 2001 – Nov 2003

Singlepoint 4U (part of the Caudwell Group)

#### Job Role

- ✓ Manage and lead back office team of 25 to uphold brand reputation
- ✓ Liaised with and owned stakeholder and 3<sup>rd</sup> party relationships

- ii Responsible for all Management Information reports (daily, weekly and monthly) to Senior Management Team and Board
- ii Ownership of the full hardware return process for all 1.9million contracted Vodafone customers

**Key Achievements**

- ii Enhanced customer and employee experience resulting in 23% reduction in unforced attrition and 31% reduction in customer returns
- ii Mentored Team Managers to exceed company performance targets
- ii Led the delivery of a complete and fully integrated CRM returns system (Siebal)

**Key Skills**

- ii Absence and Performance Management
- ii Coaching and Development
- ii Operational Management

**HM Armed Forces**

Royal Logistic/ Intelligence Corps

May 1991 – August 2001

**Job Role**

- ii Details upon request

**Education**

- NVQ (HND) Level 4 - Management  
8 GCSE's (A – C Level)

**Personal Details****Personal**

- ii Single with no children
- ii Holding a full British passport and driving licence

**References**

- ii Available upon request