

SIMON DALY

Head of Operations / Operations Manager

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Senior Manager with over 20 years' extensive experience in leadership and strategic management. An expert in business administration and continuous improvement, achieving optimal results by analysing data, reviewing existing working practices and collaborating with others to improve service delivery levels, customer satisfaction measures and overall profitability. Leadership, motivational techniques and problem-solving skills were all developed whilst serving as a member of HM Forces during an 8-year career, all of which continue to play an integral part with achieving consistent results and driving continuous improvement.

KEY SKILLS

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|---------------------------|----------------------------|-----------------------------|
| * Leadership & Management | * Process Improvement | * Planning & Implementation |
| * Quality Management | * Presenting/Communication | * Finance (Budgeting/P&L) |
| * Risk Management | * Staff Development | * Business Development |
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WORK EXPERIENCE

Head of Operations

Catalyst Services UK Ltd (previously Catalyst Claims Ltd)

May 2019 – Present

2022 Year End Turnover - £3.4 million

Company Website: <https://catalystservicesuk.com/>

Catalyst Services UK Ltd provide insurance clients, commercial clients and direct customers drainage, watermains, subsidence, Home Emergency and environmental investigation and repair solutions. As the Head of Operations my role is to ensure that the business performs to ensure its success in line with the company strategy, set by the Managing Director.

Key Achievements at Catalyst Services UK Ltd to date are:

- Within my first week at Catalyst Services UK Ltd I created a WIP report from the existing systems to provide clear visibility on the volume of work, the age profile of existing work, the type of work awaiting action and the team member responsible for completing the work. This report has been developed further and is still used by the Operational Team Leaders to manage their teams WIP today.
- Within my first 6 months of joining Catalyst Services UK Ltd I optimised the job management process, taking the claims management process from a T Card method to managing all claims using the existing Claims Management System and a Tableau Reporting suite. This proved vital

during the pandemic when businesses were instructed to implement a work from home model within a brief period of time.

- Within my first 8 months at Catalyst Services UK Ltd I developed and launched a Home Emergency proposition, obtaining buy in and support from the team to deliver the new service. This now equates to over 40% of new work instructions.
- Played an integral part in growing the business from a company with a turnover of £1.9 million in 2019 to achieving a turnover of £3.4 million in 2022 and having a current turnover target of £5 million in 2023.
- I have assisted with increasing the volume of new instructions received by 342.5% since joining Catalyst Services UK Ltd.
- I have managed the largest client accounts since joining Catalyst Services UK Ltd, which has assisted in retaining clients and developing additional work streams from the existing relationships, further cementing the relationship and enabling further growth.
- I have assisted with completing client tenders and due diligence requests, also obtaining the FSQS accreditation from Hellios in 2020 and maintaining the required standard every year since.

Head of Operations

Ansa UK Ltd (formerly part of Independent Group UK Ltd)

November 2015 – January 2019

Turnover in 2019 - £4.2 million

Company Website: <https://www.ansaltd.com/>

Ansa UK Ltd provided insurance clients, commercial clients and direct customers drainage, watermains, subsidence, Home Emergency and environmental investigation and repair solutions. As the Head of Operations my role was to ensure that the business performs to ensure its success in line with the company strategy, set by the Group Chief Executive Officer.

Key Achievements at Ansa UK Ltd are:

- Within my first week at Ansa UK Ltd I created reports to enhance the visibility of performance and operational exceptions requiring urgent action. The reports helped to create SMART targets for the team, providing the necessary framework on which to build.
- I managed the largest client accounts, attending performance review meetings and technical audits in line with contractual requirements. All clients were successfully retained during my time at Ansa UK Ltd, in addition to several new clients onboarding.
- Played an integral part in growing the business from a company with a turnover of £2.2 million in 2015 to achieving a turnover of £4.4 million in 2019 and having a current turnover target of £5 million in 2023.
- Assisted with developing the existing Claims Management System, including automating the uploading of new instructions from several clients with the use of XML (JSON).

- I assisted with increasing the volume of new instructions received by 48.6% during my time at Ansa UK Ltd.
- I collaborated with Heads of the group businesses to develop internal work streams flowing internally from/to other areas of the organisation, ensuring that work was captured and retained within the group. This increased the turnover across all businesses within the group.
- I optimised the claims management process by simplifying the previous measure used to track performance from a 12-step method to a 3-step method. This was trialled using an Access Database and after just 2 months was adopted as business as usual and integrated into the claims management system.

Team & Systems Thinking Project Manager

Independent Inspections (formerly part of Independent Group UK Ltd – bought by SBS Insurance)

July 2012 – November 2015

Turnover in 2015 - £23.1 million

Company Website: <https://www.sbs-claims.co.uk/>

Independent Inspections provided insurance clients, commercial clients and direct customers flooring and furniture investigation, replacement and repair solutions. As the Team & Systems Thinking Project Manager my role was to prove the concept of Systems Thinking and ensure that the business objectives were achieved in line with the company strategy, set by the Group Chief Executive Officer.

Key Achievements at Independent Inspections are:

- Functioned as the company champion regarding all System Thinking matters following a training course delivered by Independent Inspections largest client.
- Attended regular client workshops, performance reviews, audits and weekly conference calls with a member of the clients Senior Management Team.
- Increased the volume of work from the existing client, as Independent Inspections had only secured 50% of the contract, but this was increased to 75% based on performance levels after 12 months leading the team. This was later increased to 100% after 2 years due to continually outperforming the other supplier.
- Worked with other areas of the business to create a furniture fulfilment proposition to clients. This required the creation of a supplier network, process documents, training to staff and system development. After 6 months of development the furniture fulfilment proposition launched, resulting in an 5.4% increase in turnover within the first year.

ADDITIONAL INFORMATION

Full category B licence.

Retired HM Forces Section Commander, having served on military operations in Bosnia, Kosovo, Northern Ireland and Iraq during an 8-year military career.

References are available upon request.