

Benjamin Heap

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Personal Summary

Experienced, multi-disciplined Project Manager with over 6 years of experience in a wide range of project environments. Trained and accomplished in waterfall, agile and lean project management, with experience of digital, business change, and IT projects.

Key experience includes forming company strategy as a key operational board member; working with both large private and public sector clients; departmental formation and management; client and supplier side project management; managing mergers & acquisitions.

I am passionate about what I do and enjoy leading teams, delivering results and continuously improving processes and practices across businesses.

Employment History

NHS ENGLAND

Oct 2016 – Present

Project Manager

ATTERCOPIA LTD

Aug 2015 – September 2016

Senior Project Manager

Key Achievement: Managed the acquisition and unification of 5 agency production teams

- Hired as Senior Project Manager in August 2015, moving to a contract position as interim Head of Production Department from February 2016.
- Established and maintained department reporting and resource scheduling processes across the group
- Fully integrated 4 digital agency production departments from across the UK, increasing the visibility of its output, the efficiency of production and decreasing the reliance on offshore partners.
- Reduced production backlog by 75% whilst reshaping production team to decrease cost of production.

CDS DIGITAL

Mar 2014 – Aug 2015

Digital Project Manager

Key Achievement: Managed delivery of award winning e-learning platform for the British Army

- Managed programme of work with a budget of £1,500,000 per annum enhancing the Cabinet Office's ePIMS website along with numerous other government websites and initiatives.
- Delivered award winning Army video training website for training people going to Sierra Leone to help with the Ebola Crisis. This included working with Microsoft to implement their Kinect software to enable people to interact with the videos via gesture in contact free zones.
- Established company initiatives including the use of Kanban boards to manage agile projects and set up regular process improvement meetings to help standardise ways of working in the company.

- Account and Project Managed the Cabinet Office Resilience Direct Website which is used by the emergency services to coordinate activities in the event of an emergency.
- Supplier side digital project management for multiple clients including: Cabinet Office, Army, Financial Services Compensation Scheme, Wesleyan Assurance, General Medical Council and Waltham Forest.

CAPITA CUSTOMER MANAGEMENT (CCM)

Jun 2013 – Mar 2014

Business Change Project Manager

Key Achievement: Steered DWP transition project back on track after previous PM unable to work through sickness.

- Managed various contact centre projects simultaneously across multiple clients, both from private and public sector. Worked with clients including DWP, BT, CHUBB, TradeUK, Erudio Student Loans, Southern Water, NRAM with budgets ranging from £2,000 to £500,000
- Assigned to DWP transition project integrating new services into the business after previous Project Manager was unable to work through sickness. Steered project back on track implementing controls on project that had been unsupported for over a month
- Undertook planning and estimating for large financial data migration and service exit project for NRAM
- Managed scoping and requirements phase of CCMs largest data migration project for Erudio Student Loans

CAREER BREAK

Mar 2013 – May 2013

Completed the Camino de Santiago. A 500-mile trek across Northern Spain

STEPCHANGE DEBT CHARITY

Sep 2011 – Mar 2013

IT Project Manager (Contract)

Key Achievement: Delivered upgrade of charity's IT estate from Windows XP and Office 2000 to Windows 7 and MS2010

- Delivered upgrade of charity's IT estate from Windows XP and Office 2000 to Windows 7 and MS2010. This initially involved designing a new project framework before managing an audit of the current charity's hardware & software. Compatibility testing and a pilot scheme were conducted before a comprehensive roll out plan designed and implemented to upgrade over 800 PCs across 10 centres situated throughout the UK.
- Designed strategic rebrand plan and presented to the project board to increase speed of rebranding the charity's systems & managed the rebranding of the charity's system generated communication from development through to release.
- Delivered full life cycle web development project making enhancements to the charity's flagship online debt tool in order to increase usability and sign up rate. Worked with business analysts, systems analysts, developers and testers plus other charity departments to ensure the requirements were captured, designed, developed, tested and released within time-scales agreed with the project board.
- Managed the 1st phase analysis of StepChange's rebrand programme. This involved analysing all the charity's systems, websites and system generated communication, identifying where the old brand appeared.

WM MORRISONS SUPERMARKET

Mar 2011 – Sep 2011

Project Support Analyst (Contract)

Key Achievement: Implementation of Morrisons' new Project Delivery Methodology across Head Office

- Successfully delivered and implemented a new Methodology to the Evolve Programme consisting of over 400 stakeholders including 3rd party suppliers which included Wipro who were Morrisons' systems integrators.
- Managed the creation and delivery of Morrisons' new Intranet site to house the project methodology tool-kit.
- Communicated over 15 presentations on the new Methodology to both Morrisons' employees and third party suppliers from audiences ranging from 5 people to a department meeting in excess of 50.
- Set-up and facilitated a quarterly review involving the head of department and other key stakeholders from across the business to regularly review methodology, alongside producing all the processes and documentation for controlling any change to the Methodology.

CHILD ENFORCEMENT & MAINTENANCE COMMISSION (DWP)

Jul 2009 – Mar 2011

Graduate Project Manager

Key Achievement: Assigned responsibility for the General Ledger and Third Party Payments Project

- Supported the Future System Change Programme Director through accountability for the delivery of the General Ledger and Third Party Payments Project
- Liaised with HSBC, RBS & Santander to set up bank accounts and ensure delivery of payment files into the Commission's IT system.
- Managed relationships with the following third party suppliers to ensure installation of their payment and general ledger software into the Commission's IT system: Pinnacle Computing Solutions (Sage), Experian, & Secure Trading.
- Managed a project team of business analysts, technical architects and subject matter experts within a matrix management organisation.

Education

MSP® Practitioner: Certificate number 339695 | Candidate number AP35661489

PRINCE2® Practitioner: Certificate number 00122279 | Registration number DO32098926

University of Bath: BSc (Hons) Business Administration Second-Class Honours First Division (2003 - 2007)

Ermysted's Grammar School: A-Level 3 x A | 2 x B (1996 – 2003)

Software Experience

Python, Django, Amazon S3, Heroku, Teamwork, Basecamp; Harvest, Jira Agile; Office365, Google for Business, Microsoft Project; Microsoft Word; Microsoft Excel; Microsoft PowerPoint; Microsoft Outlook; SharePoint; Microsoft Visio; Zoho; Xero; LeanKit; KTM; Photoshop; LucidChart; WordPress; EPiServer; GIMP; Invision; SourceTree; WebStorm.

Additional Information

- Experience in working with Python, Django, HTML5, CSS3, Sass, Bootstrap, WordPress
- Driving License – Full, clean U.K. driving licence.