

## TIM BRITTEN

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More detailed cv at: [www.timbritten.co.uk](http://www.timbritten.co.uk)

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### SUMMARY

I have worked at the centre of UK Government for the past three years to deliver large, complex and beneficial services to the UK Public. My skills revolve around effecting positive change in fast-moving and uncertain circumstances.

I remain the fastest graduate to ever be promoted into a Senior Civil Service position from HMRC and have been rated in the top 5% for performance every year I have worked in the organisation.

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### EXPERIENCE

**Digital Service Manager for Infrastructure and Operations** November 2014 - Present  
*Her Majesty's Department for Revenue and Customs (HMRC) - London*

I manage two dev-ops teams responsible for building the UK Government's Digital Tax Platform. This platform enables HMRC to build world class digital services iteratively, quickly and hosts them on a stable, performant platform. This role involves leading two teams to deliver complex and operationally important projects such as tax revenue deadlines and ministerial commitments. The dual nature of the role requires strong delegative, organisational and leadership skills.

*Key skills:*

- Determining strategic vision for the HMRC Tax Platform
- Recruiting/managing highly skilled teams
- Operational management and leadership
- Exec-board level stakeholder management

*Achievements in this role:*

- I prepared and managed the UK self assessment deadline, a £xxx billion revenue event in the UK
- **Managed a budget of ...**
- Speaker at London Technology week 2015

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**Digital Service Manager for Annual Tax Summary**  
*(HMRC) - Newcastle*

April 2014 - November 2014

In April 2014 I was tasked with delivering A Digital Annual Tax Summary by October 2014. The Tax Summary was a ministerial commitment announced by British Chancellor to the Exchequer, George Osborne in the previous years Budget speech.

During this project I made the argument to the Financial Secretary to the Treasury that the existing policy driven designs should be replaced using an agile methodology focusing on iterative design through user-research. I won this argument and I believe as a result the new Annual Tax summary had fantastic satisfaction results.

*Key skills:*

- User research and analytical approach to software design
- Delivery focused leadership
- Persuasive argument

*Achievements in this role:*

- The Annual Tax Summary was delivered on time and under the £8M budget
- It was announced on BBC News Night by the Chancellor to the Exchequer
- **User satisfaction statistics were ....**

## **Project Manager for HMRC Tax Account**

March 2013 - April 2014

*Cabinet Office - London*

I worked for the Cabinet Office deputy director tasked with revolutionising HMRC digital by piloting four transactional services from different business areas. I was to deliver any shared components required by these four service teams and did so with a very small budget and team. There was a huge emphasis on speed of delivery in an environment of sparse resource.

An example of this was between December 2013 February 2014 I designed and delivered a Digital Support function and business model for under £15K which is still used by HMRC to support over 10M UK Taxpayers.

### *Key skills:*

- Agile Project Management.
- Exploiting efficiencies between teams.
- Working well with teams who are competing for resource.
- Contract procurement (£10M range)

### *Achievements in this role:*

- I delivered a Digital Support Model that is now used to support 8 million customers.
- I delivered this support model for under £15K
- I restructured HMRC support function to respond to customers digitally for the first time.

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## **Business Analyst**

March 2013 - April 2014

*HMRC - London*

I worked as a BA on numerous projects within HMRC mostly based around customs. My role was to do early feasibility assessments and determine the initial scope of projects before they were moved onto further requirements analysis.

### *Key skills:*

- Qualitative and Quantitative analysis of business needs
- Working well with teams who are competing for resource.
- Learning new skills quickly

### *Achievements in this role:*

- Worked on the feasibility assessment of the new Government Banking service's financial management tool.
- Worked on the invitation to tender for £100M+ Customs Freight system CHIEF.

Detail of experience beyond March 2013 can be found at [www.timbritten.co.uk](http://www.timbritten.co.uk)

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## **PROFESSIONAL QUALIFICATIONS**

PRINCE2 Practitioner (2014)

ATERN AGILE PM Practitioner (2014)

ISEB Diploma in Business Analysis (2013)

CSL Managing successful programmes (2012)

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## **EDUCATION**

**University of Durham, 2007 - 2010**

BA, Anthropology,

Upper Second Class Honours (2:1)

**Bristol Cathedral School 1999-2016**

AAB A-levels

1A\* 7A 2B GCSE's

## **HOBBIES/INTERESTS**

[Skippering 12.1M performance yacht HERO](#)  
[Yacht Racing \(Sailing CV\)](#)

Triathlon, IRONMAN 70.3

GIS Mapping