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PERSONAL DETAILS

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Availability:	May 2006	Driving Licence	Full and Clean

PERSONAL PROFILE

PRINCE2 qualified Project Manager with 5 years IS/IT experience in projects and programmes (both project management and project support), and 10 years technical and team management experience in the arts sector. Specialising in Document Management, Internet Development and PSO (programme/project support office) establishment. Industry coverage includes central and local government, and outsourced IT service providers.

KEY SKILLS

- 5 years in a project and programme environment, including 2 major change programmes within central government and a range of business-driven projects
- Registered practitioner of the PRINCE2 project management method (certificate number: P2R/053792)
- Involved in the full project life cycle including: procurement; project definition, scoping and approach; change impact assessment; managing project interfaces; resourcing, budgeting and financial control; issue and risk management; progress monitoring, reporting and communication; project delivery; benefits realisation; project closedown and post-project review
- Experience of working within a range of project environments: large, small, technical, business change, cross-functional, multi-site, offshore; and with many stakeholders / participants: Steering Groups, Programme Managers, customer / end-user Project Boards and representatives, internal service providers, outsource partners, other 3rd party suppliers, Project Team members and a range of technical / support staff
- Mindful of the need for good quality and timely communication with all project stakeholders / participants and of the value of productive meetings / workshops with good follow-up
- Highly skilled in the establishment and operation of Programme/Project Support Offices
- Proficient user of Microsoft Word, Excel, Outlook, Project, PowerPoint, and Visio
- Completer-Finisher with an aptitude for necessary detail
- Fluent French speaker, with conversational Italian and German

SUMMARY OF EDUCATION

2004 PRINCE2 Practitioner, Maven Training (certificate number: P2R/053792)
2001 Project Management Overview, Deloitte (2 days)
1991 BA Hons 2.ii - French & African Studies, University of Sussex
1987 4 SCE Highers (English, French, History and Modern Studies)
1982-1991 3 A-Levels & 9 O-Levels, various schools due to parent's international employment

CAREER SUMMARY

Oct 2005 - Jan 2006	<p>Project Manager - DMS Project - implemented a replacement Revenues & Benefits EDM (Electronic Document Management) system to a London Borough. Project implemented on behalf of a major local government outsourced service provider, and involved management of both a third party software supplier and internal staff. The EDM system supported bulk scanning and also provided an interface to the council's SAP CRM system (which was owned and managed by another contractor to the council). The budget for this project was c.£0.5m, and the scope covered 5 separate sites across the UK and over 300 users.</p>	Liberata plc
Jan 2004 - October 2005	<p>Project Manager - The i-Solv Project - initiated and delivered a public-facing online bankruptcy petitioning and redundancy payments solution for The Insolvency Service (an executive agency of the DTI). Initiation followed a successful bid for funds from the Treasury 'Invest to Save Budget' (ISB), and the objectives of the project included: reduction in unit costs to public sector, easier citizen access to government services, and improvement in quality of information being provided to both The Insolvency Service and the court system.</p> <p>The project assisted The Insolvency Service in meeting the requirements of the Modernising Government Agenda, as well as the recommendations of the Lyons and Gershon reviews. In order to meet these requirements and recommendations the project established a helpdesk in the north of England (Lyons), advantageously re-engineered business processes to best utilise the technology (Gershon) and significantly increased the ability of the public to interact with The Service (Modernising Government Agenda). The project also satisfied OGC requirements in that it was both managed to PRINCE2, as well as generating the highest levels of assurance from the Gateway Review cycle.</p> <p>Managed the procurement of the i-Solv project via the OJEU Negotiated Process, including writing the Product Specification. The procurement process involved the evaluation of PQQ & ITT responses through to award of contract (to a UK/Malaysia based SME - development was offshore).</p> <p>The system has attracted a high level of use, particularly amongst intermediary organisations including Citizens Advice Bureaux, and other financial advice-giving institutions.</p> <p>The Project was recognised by the Executive for having met its objectives and having delivered all of its benefits, whilst delivering within time, quality and budget (£2.2m). The Project Manager was recognised with an Award.</p>	The Insolvency Service
October 2002 - December 2003	<p>PSO Deputy Manager - Change Programme - assisted the establishment of a Programme Support Office, for a major change programme consisting of 8 projects, with budget of c.£40m. Established formal controls, including risk and assurance processes, in line with the Office of Government Commerce (OGC) guidelines. Also tasked with transferring skills to inexperienced internal PSO staff (6 across 2 locations), and implemented PRINCE2 within the organisation in a structured fashion.</p> <p>Following successful establishment of the PSO, the Change Programme Director and Manager offered the opportunity to move into project management, with the i-Solv project.</p> <p>In 2005, the PSO was awarded Centre of Excellence status. The report commented on the excellent foundations on which the PSO had been built.</p>	The Insolvency Service

June 2002 – April 2003	<p>Project Support Office Manager - ISAS Project - supported the procurement, development and delivery of a replacement Subject Access system, with links to the Police National Computer. This supported a Home Office function (the National Identification Service), operationally based within the headquarters of the Metropolitan Police. Security clearance was required.</p> <p>In addition to standard project support office activities, took specific responsibility for stakeholder management and training activities. Worked with user group to re-design business processes and office design, to reduce backlog and allow NIS to comfortably exceed its operational targets, with a resultant saving in overtime and temporary staff expenditure.</p>	The Home Office
June 2001 – June 2002	<p>Project Administrator - The BASIC Programme - supported a major change programme to implement project ways of working to the Policy division of the Lord Chancellor’s Department, by an outsourced service provider, and acted as single point of contact for all facilities requirements resulting from this.</p> <p>The PSO was recognised by the client as a success, and was requested to continue following the cancellation of the programme.</p>	CSL Group Ltd/ Liberata plc
October 2000 – June 2001	<p>PSO Administrator - Projects Group - co-ordinated bid process for change management programme within a central government department, using an internet based workshare system, with input from 5 sources. This bid was successful, and on the strength of the work carried out, was employed to work on the programme. Implemented a filing system for, and arranged suitable archiving of, project documentation. Additionally, deputised for Office Manager, ensuring smooth running of 30-strong office.</p>	CSL Group Ltd
1994 - 2001	<p>Freelance Stage Manager - UK-based Opera and Theatre - including world renowned companies and venues such as Glyndebourne Festival Opera, The BBC Proms and the Royal Albert Hall. Specialised in opera, and worked both as a sole stage manager and as a team member at varying levels of responsibility. Projects varied from large -scale arena productions at the Royal Albert Hall, to West-End musicals, and to small scale touring productions of the regions.</p> <p>Responsible for the scheduling, budgeting and transportation arrangements for a repertory season of two operas at the Belfast Grand Opera House, and various small - medium scale tours of the UK.</p> <p>Worked on several productions which were broadcast live on Channel Four & Radio 3, and which are now available on DVD.</p>	Freelance/ short term contracts
1993	<p>Gradings and Registration Officer - administered applications to the aerospace industry’s professional body, supported 3 committees, including meeting preparation and minute taking, and co-ordinated registration of members with the Engineering Council.</p>	Royal Aeronautical Society
1991 - 1992	<p>Membership Officer - established and maintained the support office for ISI Network Association, an international training organisation; co-ordinated bespoke course requirements and time-tabling; liaised with funding bodies, including The British Council; organised accommodation and social events for course delegates.</p>	ISI Network Association