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## **Programme Manager | Project Manager | Transformation**

Delivery-focused project manager with more than 20 years of driving complex project to successful outcomes in both public and private sector organisations (Test and Trace, British Gas, Oxfam) currently COVID-19 Pandemic programmes.

Energetic and adaptable, delivering transformation business change, benefits realisation and cost reduction projects within time and resource constraints. Trusted advisor and source of expertise to the management team, building strong relationships with stakeholders, external suppliers, employees, and other external bodies. Collaborative communicator and presenter skilled at delivering education, discussion and experiential workshops to diverse audiences.

### **Areas of Expertise**

- Project Management
- Financial Management
- Budgeting & Cost Reduction
- Programme scope and design
- Programme structure and design
- Change Management
- Process Improvement
- Risk and Issues Management
- Business Continuity
- Reporting , Project coordination

### **Career to Date**

**UKHSA, formerly Test and Trace**

**June 2021 – Present**

**Lead Project Manager, Senior Risk and Issues Manager, PCR Testing, Therapeutics**

Lead project manager with COVID19 working in an incident response environment providing the expertise, pace and resistance needed to deliver and support deliverables required in the fight against the Pandemic. Full project management activities with significant ability to switch from programme to programme with ease.

- Working with Senior Clinicians, scientific advisors and genomics teams researching COVID19 Therapeutics
- Top-level stakeholder management, reporting regularly to COVID19 and ExCo Boards; DHSC Therapeutics Task Force
- Full remit for coordination and establishment of new Therapeutics programme multiple work streams, developing programme deliverables, reporting cadence and aligning strategic output
- Leadership & management of multi-disciplined programme teams
- Collaborative engagement with key stakeholders, setting objectives/goals and managing expectations
- Established effective Risk & Issue process to underpin project success
- Introduced governance procedures, risk management, finance and budgetary measures and project reporting
- Manage, monitor and support delivery in accordance with national mandated timescale and DHSC policy direction and responding to rapid deployment activities in an incident response environment

**Royal College of Physicians  
Programme Manager – Health Education England**

**February - October 2020**

Development of new national credentialing accreditation for Health Education England and robust management of outputs to meet funders requirements, including preparing update and status reporting. Co-ordination of 60+ clinical leads, data analysis of project milestones, management of subject matter experts and medical contributors.

Launch of new PGT programme and implementing project management tools such as preparing project plans, risk registers and tracking mechanisms. Oversee and monitor stakeholders and academic teams; liaison with collaborative partners at UCL. Using project management methodology, successfully managed workstreams; finance; business case, milestone planning, recruitment, and marketing to reposition project to a successful outcome.

- Using rigorous project management – realigned disrupted projects to successful delivery
- Comprehensive stakeholder management with senior clinical teams and academic fellows
- Full project planning, matrix management, regular reporting to funding partner

**Capita - Home Office**

**May 2019 – September 2019**

**Project Manager - Benefits Realization and Finance Operational Process Redesign**

Operational redesign and introduction of new systems to support integration and transition programme. Full project management support to review, improve and deliver business benefits across management teams for invoicing and finance processing using Purchase2Pay internal system. Collaboration with senior stakeholders to communicate and define process requirements and enhancements. Implementation of group KPIs and outcomes.

- Process redesign of internal P2P finance system
- Improved operational flow and benefits realization
- Reduction of aged debt by £1.2m following process re-engineering

**Liverpool Institute of Performing Arts (LIPA)  
Education Project Manager**

**September 2018 – February 2019**

Review of registry services and departmental administrative functions – student registration, timetabling, student experience, management of roll-out of new IT student feedback assessment tool. Senior stakeholder engagement with Heads of Departments. Focus on student engagement and process improvements within professional services.

**Institute and Faculty of Actuaries – IFoA  
Education Curriculum Programme Manager**

**June 2016 – August 2018**

- Transformation of education curriculum, 27 subjects with an income generation of £6M
- Full end to end programme management, established project structure, risk, planning
- Stakeholder management of over 150 expert subject matter experts across UK and international
- Applied lean approach to implement changes within– operations, registry, exam teams, university partnerships, marketing, PR, HR and student services

Responsible for the E2E delivery of the programme cradle to grave. Applied full suite of project management techniques – planning, risk management, budgeting, resource allocation, programme design, tracking and output management. Matrix management of global teams including learning technicians, academic subject matter experts, module leads, marketing, web and design teams and colleagues PMO and finance.

**Groundwork  
Contract Manager**

**December 2016 - March 2017**

Contract manager for large scale operational delivery of water meter's in London. Managing detailed and high value SLA's and complex delivery pattern. Representing Groundwork at Thames Water planning meetings. Ensuring rigorous adherence to contract and daily data management of the frontline activities.

**British Gas Business BGB, Leicester  
Change & Transformation Project Manager - £3M business benefits**

**March 2014 – June 2015**

Management of business realisation product. Drafted project plans and led meetings with divisional executives to review project status. Proposed changes and realignment. Delivered status reports to senior stakeholders for budgeting and planning purposes. Collaborated with cross functional teams to ensure delivery against plan.

- Delivered benefits realization of £3M through improved operational and sales channels
- Introduced transformational KPI reducing 'deemed' product by 30,000 cases
- Significant improvements to customer journey and limited sales attrition to competitors
- Data review resulted in reduction of data decay by 15%

Oxford Brookes University  
Project Manager - Executive Education

December 2012 – December 2013

Nationwide Building Society  
Project Acquisitions Planning Manager

May – December 2012

Oxfam GB, Trading  
Senior Retail Project Manager - E-Commerce, Property

July 2008 - March 2012

University of Oxford  
Project Manager – Structural Proteomics in Europe

Oct 2002 – April 2006

## **Education**

University of Liverpool

BA (Hons) 2:1

University of Iceland

European Studies/Environmental Studies (2001)

Liverpool John Moores University MA Documentary Film (2022)

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