

Recent assignments:

RS group 10/23-12/24: Data value lead

Accountable for:

1. Building a coalition with senior leaders to create a portfolio of data product requirements as a key means of delivering the RS group strategy. Working with a wide range of stakeholders across the business to ensure needs are explored, captured, analysed and verified so that solutions are designed and delivered to meet the objectives of the strategy.
2. Identifying and ensuring the realisation of commercial and strategic value from a roadmap of data products. Providing data advisory expertise and knowledge to ensure the alignment of RS group strategy with a portfolio of data products. These products will deliver tangible benefits enabling the achievement of the RS group's strategic goals.
3. Ensuring robust operating standards and processes that ensure true commercial value are delivered by the data products.
4. Providing stakeholder management at all levels, influencing and setting realistic expectations across senior management, building consensus, agreement and adoption.
5. The value identification methodology and working processes across Group data & analytics including the development and adoption of the Yooi platform.

Key responsibilities:

Acting as the interface between Group data & analytics and the business to identify and drive value cases.

Owning and driving delivery by providing understanding on business requirements, related benefits and acceptance criteria to both business users and technical teams.

Building and maintaining relationships with the whole range of stakeholders across the data product life cycle.

RS group 01/22-10/23: Business/Change analyst on the Insight transformation project

Working within the Culture work stream to develop the skills & capabilities and the decision making mindset needed to enable the transformation to an Insight driven organisation.

Worked as an analyst alongside the Organisation Design Work-stream Lead and the Insight Initiative Change Manager to deliver a new organisational design across the analytics capability including the Target operating model for the identification, development and deployment of a range of data products.

Acted as the a key interface between the Insight Driven Initiative Organisation Design Work-stream and the business and technical stakeholders.

Caja group 11/21-12/21: HR implementation lead

As part of an ERP options appraisal and business case for Transport for Greater Manchester, lead the HR work stream to facilitate the identification and documentation of as-is & to be business processes and the gathering and documentation of a complete set of business requirements to support any future ERP procurement activity.

London South Bank University 05/21-11/2021: Senior business process analyst

Working as part of the LEAP programme team to lead the design of business processes for the implementation of a new Student Record System (SRS): Thesis SM.

Planning and delivering the design process for all SRS associated processes and driving improvements through the adoption of lean processes with a focus on improving the student experience.

Xe 01/20-03/20: Business process consultant

Provided consultancy to this Fintech to ensure that the necessary global service support processes deliver the target consumer experience to support the launch of technological capability via a 'follow the sun' approach.

Advised on and designed processes to reduce complexity, challenged inherited approaches and fully leveraged tools (Salesforce) to automate and so optimise efficiency.

Gathered business requirements, created user stories and ensured traceability through to the new support processes.

Gathered requirements for the content of a new MI reporting suite to use the capabilities of Salesforce to produce a range of dashboards for the management levels within the business.

easyJet holidays 07/19-12/19: Business Process Analyst

Responsible for the development of an operating model for a new business to deliver the capabilities needed for the launch of easyJet holidays at the end of November 2019.

Coordinated a team of Process analysts to identify and create the critical business processes needed for launch and a successful transition to BAU.

Organised Model office testing for the Trading team's processes covering on and off system activity. Identified and documented the processes for the creation and management of web content across a number of different technologies.

easyJet airline 01/19-06/19: Business Change Lead

Business change lead for the Data hub programme

Team lead for all change activity associated with the shift to a data centric culture and the development of a data hub. This activity took place with business functions throughout the airline and key stakeholders in support of the company's ambition to 'innovate with data'. The scope of the changes supported included the setting up of a data function, data migration and the decommissioning of existing databases.

Gathered requirements for dashboards to enable the introduction of an improved Tableau visualisation capability across the airline. Particular regard was taken for the regulatory reporting requirements and the management of the reporting of consumer fraud. This necessitated absolute clarity on the structure and frequency of dashboard production and the access rights to view and edit.

Responsible for the delivery of an approved design for a data product lifecycle target operating model including the development work of Data scientists, advanced analysts, IT and the Enterprise portfolio office. Data products are solutions from across the analytical spectrum to business problems.

The components of the TOM included:

Effective prioritisation of product selection

Defining and documenting the service delivery model product featuring a development process from idea to delivered solution and BAU.

Identifying required capabilities and the associated roles and responsibilities.

easyJet airline 08/18- 01/19: Business Change analyst

Provided Business change capability and capacity to the 'transformation through data' activity of the Central analytics team. This included documenting 'as is' and 'to be' states with associated impact statements and readiness plans

Kingston University 09/17-06/18: Project Lead within the Transformation Office

The Transformation office was formed to take action to ensure the University's long-term sustainability. A need was recognised for KU to become a far more agile and dynamic institution, able to hold its own in a highly competitive marketplace.

Kingston University 09/15-08/17: Member of the project leadership team implementing an ERP (KU name Unified) Unit4 Business World solution

Leadership team member accountable for all non-technical activity. Led the delivery of change work streams, identified the required change activities, defined the delivery plan and oversaw execution which involved:

- The capture, analysis and definition of business requirements including scope, functional and non-functional requirements, 'as-Is' and 'to-be' processes to agreed business cases, report specifications, user Interface designs and associated business rules
- Owning client relationships, quickly establishing credibility and building a reputation as a trusted partner
- Coaching and advising the client to ensure: clear programme vision and objectives; positive management behaviours and engagement; effective governance and project controls
- Defining and delivering a core set of change deliverables through a series of workshops and interviews, including but not limited to stakeholder maps; change impact analysis; org, process and role overviews of what is changing; business readiness assessments, overview of resourcing impacts of business readiness activity and capacity risks
- The definition and delivery of benefits tracking and change measurement tools
- Inputting into project/programme governance and when required sitting on committees to advise and report on change
- Leading a team of external consultants and seconded employees, providing coaching and development support as well as championing the creation of lasting change management capabilities
- Defining the support process post 'go-live' including the identification and induction of 'Super-users'
- Creating the conditions for successful knowledge transfer from the project team to BAU
- Using project management methodology to report on status, identify risks, issues and complete assumption and dependency logs

thedecisionpoint 04/15-07/15: Consultant

- As part of the Basildon Borough Council development programme, undertook the delivery of ESCI feedback coaching sessions to support the creation of personal development plans for the leadership team.
- Co-facilitated the 'Patient encounter leadership' programme (PEL) with medical leaders from the Frimley Health Foundation Trust. The PEL programme is a personal and professional development programme focusing on the application of empathy in the clinical encounter through the development of Emotional Intelligence. The programme creates the potential for the improvement of the clinical encounter, the enhancement of the medical diagnosis, the improvement in the effectiveness of chosen treatment and ultimately a better patient experience.

Interface Enterprises 09/14-03/15: Lead associate

As lead associate supported the development and delivery of a new model of 'early help' support to children and families in West Sussex by the local authority and its partners. This work entailed gaining an understanding of the 'as-is' state through a detailed analysis of the volume and nature of demand for support, the resulting outcomes and identifying the points of failure to be rectified. A set of recommendations for the 'to-be' ; the phased introduction of a new service model to meet predicted demand levels and the required service supply capacity was made.

easyJet Airline 12/14-01/15: Business process analyst & process mapper for the finance and HR functions

Lead work-shops to review current processes and identify simple changes and improvement opportunities

Accurately map process and workflows alongside written descriptions in order to document new and/or current business processes for the Cash and Capex work streams.

Accurately map process and workflows with the identification of newly integrated software activity for the HR lifecycle across the airline's European bases.

Identify key timings, dependencies, interfaces and human/technology interactions

Swissport UK 05/12-03/14: National product manager

Generic deliverables for Swissport UK

- To develop and deliver data on performance to local and national leaders, providing insight on what is working or not working, and driving the improvement of the customer/supplier partnership. This was achieved through the production and buy-in to a scorecard of agreed measures that reported on KPIs on a weekly/monthly/quarterly basis. The scorecard was accepted as the sole basis for reward/penalty payments between customer and supplier.
- Lead on the benefit identification, monitoring and reporting on airport based ancillary revenue generation.
- To identify and plan for performance improvement and a reduction in areas of waste.
- To develop understanding between the ground handler, airline and airport of the independencies in the successful delivery of On Time Performance (OTP).
- To understand the points where human behaviours and decisions impact on the delivery of OTP and the customer experience.

- To map the customer journey and aircraft turnaround process for airlines both 'low-cost' and 'leisure' within the Swissport portfolio of clients. This involved the creation and facilitation of a number of workshops to define and validate the 'as-is' and to collaboratively create the 'to-be' processes.
- To identify and plan for the areas where improvement of the customer (passenger) airport experience could take place.
- Through the deployment of coaching techniques, to develop the capacity and capability of local ground handler and airline personnel to utilise a suite of tools and techniques to deliver improved performance.

Details of previous roles held between 2006 – 2011 are available upon request