

Personal Profile & Qualifications

Key Experience

- ① Over 15 years' experience in programme and project management environments
- ① Experience of 3 Major Transformation Programmes cutting across organisational boundaries
- ① End to End Project Management experience and PMO set up
- ① Delivered projects using both structured methodology and Agile approach
- ① Budget Management - £27.3m
- ① Utility, Retail and Health Sector experience

Qualifications & Personal Development

- ① DMS (Post Graduate Diploma in Management Studies)
- ① NWW NEBSM (Supervisory Management)
- ① BTEC Higher National – Business and Finance
- ① BTEC National – Business and Finance
- ① P30 Foundation Accredited 2019
- ① AgilePM Foundation 2018
- ① PRINCE2 accredited 2014
- ① APM Introductory Certificate – Project Management 2009
- ① Project Management eLearning 2009
- ① Change First – People Centred Implementation 2008
- ① Microsoft Office: Project 2000 2005
- ① Advance training in Word and PowerPoint 2005
- ① Advanced Training in Excel 2005
- ① Performance Appraisal Skills
- ① Coaching Skills
- ① Effective Communication

Location: Warrington

Professional Profile

A proactive, dynamic and tenacious PMO Lead with extensive NHS and Utilities experience having worked on a number of large transformation programmes

A breadth of experience in change and project management, business process improvement and transformation in both the public and private sector

Ensured robust programme and project management governance adherence, monitoring work-stream project plan deliverables, milestones, and highlight and board reporting - end to end Project lifecycle experience

Undertook a 'deep dive' review of an 'inflight' programme to assure the strategic alignment across Health and Social Care partners in South Cheshire

Project planned, co-designed and developed due diligence interview questions, scheduled/organised and undertook interview sessions with key stakeholders on a number of projects

Employment History:

Jul 21 – Present

In-Form Solutions, Project Manager – Cheshire and Merseyside Transforming Care Programme

- ① Supporting CCGs with the delivery of the LeDeR Programme; reviewing and delivering new governance and delivery arrangements from CCGs to ICS
- ① Supporting the delivery of the Annual Health Check Programme
- ① Supporting initiatives that improve the quality of care for people living with a learning disability and/or autism within community and residential setting

Jan 21 – Jun 21:

Custerian Ltd, Business Analyst

- ① Current state mapping across a global organisation – 21 virtual workshops
- ① Development of journeys and personas; client, supplier and colleague including pain points
- ① Data Analysis and identifying system and process improvement opportunities
- ① Development of harmonised 'To Be' processes and SOPs – in progress

April 20 – Jun 21:

St Helens CCG & St Helens and Knowsley Trust

Project Officer - Community BI Requirements Development

- ① Provision of project planning and management of the project
- ① Designed the BI Data Collection Template for Commissioners
- ① Designed workshop events and materials
- ① Co-ordinated virtual workshops for 20 services
- ① Produced a Directory of Community BI Current and Future requirements
- ① Producing Highlight Reports

Other projects include:

- ① PMO Support - Think NHS111 First
- ① Lead Facilitator - Rapid and Fast track Discharge Process Review/Improvement Implementation Planning
- ① Lead Facilitator - Redeployment Hub Review/Lessons Learned
- ① PowerBI Reporting Transition Project

Jan 2020 – Mar 20:

St Helens and Knowsley Hospital Trust

Project Officer – In housing of Community District Nursing

- ① Provision of Project Planning and Management, governance adherence, risk and issues management, due diligence coordination and the servicing of Task and Finish Groups. Supporting the delivery of mobilisation plans for 180+ staff. Highlight Reporting.

Jun 2019 – Mar 20:

St Helens CCG

Project Officer – Community Transition Programme

- ① Provision of Project Planning and Management, governance adherence, risk and issues management, due diligence coordination and the servicing of Project Transition Board and Task and Finish Groups. Supporting the delivery of mobilisation plans for three Trusts, spanning 3 CCGs and 100+ staff. Highlight Reporting.

Sep 2012 – Present:

Primarily Integral Health Solutions

PMO Lead/Consultant (Associate)

- ① Also undertook assignments for Custerian and Brightsweep crossed over between public and private sector organisations

- ① Projects/roles included (most recent assignments first, with some projects running concurrently):

**Sept 18 – June 2019:
Runcorn and Widnes Primary Care Networks
Project Manager**

- ① Planned and supported the delivery of Rapid Improvement Cycles for first Chronic Disease area across both Networks in order to develop future Blueprints

**Jun 2018:
St Helens and Knowsley Trust
Project Manager**

- ① Reviewed CQUINs and set up Quality Indicator reporting processes for 18/19

**Oct 2017 – May 2018:
Centene UK (Integrated Care System Phase 3 - Greater Nottingham)
PMO Lead and CUR Work-stream Support**

- ① The programme consisted of 25 work-streams, managed by 13 internal Leads facing off to their Greater Nottingham client counterparts
- ① Provided robust programme and project management by monitoring work-stream project plan deliverables, milestones and highlight reporting quality assurance
- ① Centrally managed project definition change control, risk and issues, stakeholder readiness and information requests
- ① Provided guidance to Project Managers to ensure governance embedded
- ① Primarily supported the CUR work-stream which included arranging internal 'market engagement' events, supported the production of materials to communicate the case for change; FAQ's, Patient journeys, Trust Summaries, Pros and Cons of various models

**Sep 2017 – Oct 2017:
Trafford CCG
PMO Lead (CHC Review)**

- ① Planned and coordinated CHC High Cost Case review, calculated potential savings and co-developed final report with the Clinician

**Jan 2017 – Dec 2017:
NHS England
Project Manager Genetics Procurement**

- ① Project managed the Genetics Finance and Activity Data Collection exercise for benchmarking, liaised and supported stakeholders, managed data returns and queries, set up 'telephone surgeries', development of FAQs and quality assurance sessions, production of Highlight and Board Reports and input into Stage Gate preparations and presentations
- ① Managed risks and issues, facilitated data reporting 'cuts' in line with Client's needs
- ① Liaised with Third party subject matter experts to define future Test Lists for procurement

**Aug 2016 – Nov 2016:
Hartlepool and Stockton CCG
PMO Lead (CHC Review)**

- ① Planned and coordinated CHC High Cost Case review

**Jul 2016 – Mar 2017:
Centene UK (Greater Nottingham)**

PMO Lead/Clinical Utilisation and Patient Pathways Work-stream Team Integrated Care System Phase 2

- ① Provided specialist project support to the NHS and Local Authorities to improve the coordination of care for patients in Greater Nottingham
- ① Planned, managed and supported the execution of the work-stream activities
- ① Dealt with stakeholder management
- ① Produced weekly Highlight Reports, undertook 'as is' diagnostic interviews, facilitated workshops and feedback sessions
- ① Organised system demonstrations and gathered/documentated systems requirements
- ① Supported the production of the Final Report

May 2015 – Mar 2018:**NHS England****PMO Manager/Communications Lead (Clinical Utilisation Review (CUR))**

- ① Supported the Midlands, East of England and South Region Trusts and Hubs with the planning, procurement and implementation of CUR, tracking progress, reporting and managing risks and issues
- ① Regularly engaged with Hubs and provision of additional support and advice to Trusts with CQUIN negotiations as required
- ① Co-designed, developed and delivered CUR CQUIN training to Supplier Managers
- ① Developed quarterly Newsletters and Case Studies
- ① Administered the CUR Extranet site

Jun 2016:**Home Retail Group
Business Analyst****May 2016:****United Utilities
Business Analyst****Sep 2015 – Dec 2015:****NHS England****PMO/Business Analyst (Lancashire and South Cumbria Oncology Service Review)**

- ① Project planned, co-designed and developed due diligence interview questions, organised/scheduled and undertook interview sessions with key stakeholders
- ① Co-designed and supported workshops
- ① Supported the production of Final Report

Jan 2015 – Apr 2015:**NHS South Cheshire CCGs****PMO/Business Analyst (Connecting Care Review)**

- ① Undertook a 'deep dive' review of an 'inflight' programme to assure the strategic alignment across Health and Social Care partners in South Cheshire
- ① Project planned, co-designed and developed due diligence interview questions, scheduled/organised and undertook interview sessions with key stakeholders
- ① Supported the production of Final Report which included Recommendations, a 90-day reprioritisation and activity realignment plan and presentation to the client

Jun 2014 – Aug 2015:**(South Cheshire and Wirral CCGs)****PMO Manager and Work-Stream Lead**

- ① Set up Programme Office, defined governance structures and work-streams with leads
- ① Supported Work-stream leads to develop project plans, identified interdependencies and ensured operational plans aligned
- ① Produced report; Highlight reports and regular reports to Boards
- ① Prepared for Stage gates, RAID and change requests managed working across organisational boundaries
- ① Supported the CHC and FNC Due Diligence and Workforce Review; a service provided by the CSU; this involved a 'deep dive' into a number of service specifications to identify service delivery improvement areas
- ① Acted as PMO Lead across 5 work-streams, member of the CHC/FNC Future Model Design group, facilitated workshops, managed outputs from the group, and was part of the team who developed the Future Model Business Case
- ① Worked collaboratively with the client to transition the Governance and Compliance services into the CCG; this involved developing processes, standard operating procedures and KPIs, website materials, defining the Team structure and role profiles

Nov 2013 – Feb 2014:
Aintree NHS Trust
Business Analyst (Education and Training Cost Collection)

May 2013 – Jun 2013:
NHS Cheshire and Merseyside CSU
Work-stream Lead (L&D Review)

Aug 2012 – May 2013:
NHS Cheshire and Merseyside CSU
PMO Lead

- ① Set up Programme Office, ensured governance structures, standards and procedures were embedded by supporting and coaching project managers; Project plan development, resource management and monitoring and control, highlight reports and regular reporting to Boards and preparation for Stage gates, RAID and change requests managed for service transformation programmes, working across organisational boundaries and with virtual teams
- ① Deep dived into existing project status to support bringing activities on track
- ① Introduced a Project Management approach to Performance and Contract Management Process; improved standardisation of tasks, alignment of timelines and improved visibility for the Head of Contract Services

Nov 2010 – Feb 2012:
Electricity North West
Contract Project Co-ordinator (Lead Satellite PMO) – Telecoms Transformation Programme

Aug 2010 – Nov 2010:
Electricity North West
Contract Project Co-ordinator – Setting up Press Office Function and Branding Guidelines

Apr 2010 – Aug 2010:
Wigan Council
Assist. Examination Officer/Work Experience Co-ordinator

Aug 2006 – Mar 2010:
United Utilities
Change Manager – Transformation Programme