



## Personal Profile Qualifications & Contact Points

### Key Experience

- ① Performance Management
- ① NHS Contract Negotiations & Management, in excess of 70million
- ① Accounting (Sage & QuickBooks)
- ① Financial & Budgetary Control
- ① ISO9001-15 Quality Management & ISO14001 – Environmental Management Systems
- ① Staff & financial Management
- ① Internal Audit/Compliance Auditor and Internal Audit reviews,
- ① Interrogation & Fraud Control Software
- ① NHS Information Governance Toolkit
- ① UK Passport & Driving License Holder
- ① In-Form Solutions Environmental Ambassador

### Qualifications & Professional Bodies

- ① Level 3 AAT Accounting
- ① Sage Accounting
- ① QuickBooks Accounting
- ① GDPR
- ① First Aid

**Location:** Staffordshire

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### Professional Profile

Dawn Bond is our Business Manager and Finance Officer. Dawn's role is to support the business development of the company by supporting our bid management process and quality management. She is part of the bid team with the successful application of the government frameworks.

Dawn also helps to co-ordinate our commissioning role for Gibraltar Health Authority and the Government of Jersey Health & Community Services for tertiary referrals made by the islands to the UK.

She has experience of NHS Contracts Management and negotiations of contracts over 70 million.

Dawn was instrumental in supporting our team gaining the ISO9001-15 accreditation and continuing the management of the on-going processes.

She has supported implementation of NHS Information Governance Toolkit for In-Form Solutions and other GP clients.

Dawn has Retail Internal Audit & Compliance experience and explored Fraud Control through Interrogation Software.

Dawn is AAT qualified and has extensive experience of financial packages including SAGE, and QuickBooks as well as comprehensive knowledge of business management processes, Banking and Finance, GDPR, budget management and contracting.



## Career Summary

### October 2018 - to date In-Form Solutions Ltd – *Business Manager*

- ① Bid management and submission.
- ① Identifying opportunities and supporting company to achieve quality policies and objectives
- ① Supported the team with the successful bids of 14 successful government framework applications
- ① Instrumental in the implementation of ISO9001 accreditation and ongoing management of the Quality System and ISO14001 Environmental Management including annual audits.
- ① Commissioning & performance management support for a number of clients within the NHS.
- ① Preparation of Financial report and sensitive information and liaising with financial accountants.
- ① Responsible for Finance and the management of financial procedures.
- ① NHS Information Governance Toolkit for both the company and a number of NHS clients.
- ① Implementation of Cyber Essential Plus Accreditation including annual audits.
- ① Interim Contracts Manager for NHS Mental Trust, managing commissioning and provider contracts, negotiating on behalf of the Trust on contracts in excess of £70million.
- ① Management of a Mental Health NHS Trust Contracts Team, ensuring all timelines were achieved and management and supervision of two staff.
- ① Undertaking a number of external audit and consultancy reviews.

### February 2012 – 2018 Citizens Advice Bureau – *Finance Administrator*

- ① Responsible for overall management of Administration Office , and support to CEO
- ① Maintaining management information and databases for information reporting
- ① Supporting of Bureau financial management using Quick Books software to manage income and expenditure and producing of financial reports and monitoring reports for accuracy.
- ① Managing Funds in order to deliver services as necessary
- ① Supporting Chief Executive and Treasurer with reporting to Trustee Board and Finance support with Bid Applications.
- ① Managing and supporting the audit processing.
- ① Dealing with enquiries from internal personnel and external customers and suppliers.
- ① Organising Volunteer Rotas, assisting with volunteer recruitment & induction
- ① Responsible for updating and monitoring of Bureau Policies and Procedures in line with National Citizens Advice, including GDPR and ensuring procedures are adhered to.
- ① Organising fundraising and PR events, AGM and committee meetings.

### 2010 – 20012 Santander Bank PLC – *Customer Support Advisor*

- ① Processing transactions involving cash, cheques & transfers.
- ① Ensuring attention to accuracy on transactions to avoid error
- ① Creating leads to achieve branch targets through new products.
- ① Assisting customers with queries and dealing with complaints.
- ① First contact with customer, meeting and greeting and directing them to relevant personnel.
- ① Consistently achieved personal sales targets and working as a team.
- ① Creating an organised & structured filing system of confidential records.
- ① Supporting the audit process.

### 2008 – 2010 Halifax / Lloyds Banking Group PLC – *Customer Support Advisor*

- ① Processing transactions involving cash & cheques & transfers
- ① Creating leads to achieve branch targets through new products.
- ① Assisting customers with queries and internal and external complaints.
- ① Consistently achieved personal sales targets and working as a team.



### 1997 – 2008 Signet Group PLC – Retail Internal Auditor

- ① Organised Compliance & Internal Audit visits to stores to assess company policies and procedures were adhered to.
- ① Produced audit report, discussed with Store Manager, and distributed as required
- ① Agreed action plan with Manager based on audit report
- ① Visited poor performance stores and carried out a 'dig deep' audit to provide analysis of store standards
- ① Involvement in investigations on fraud incidents and work with investigators to collate evidence.
- ① Data Interrogation software was used to analyse transactions to detect fraud and abuse of discounts, and producing evidence to lead to investigation and arrest.
- ① Involvement with group communication and coaching presentations to new store managers and consistent non-compliant stores.

### Assignments Undertaken

#### Cheshire & Wirral Foundation NHS Trust

##### Acted as Interim Contracts Manager 2021 to date

- ① Providing the Trust with Interim Cover for the Contracts Manager Role.
- ① Drafting contracts for commissioning services and ensuring signed off by all parties within timescales for 2021/22, 2022/23 and 2023/24.
- ① Managing two members of Trust staff.
- ① Reporting to the Director of Finance.
- ① Drafting detailed contracts for provider services for the same years above.
- ① Instrumental in ensuring NHS contracts are drafted, reviewed and signed in a timely manner.
- ① Supporting their CIP schemes.

#### Crowe (Republic of Ireland)

- ① Led and undertook a number of external audits and reviews on behalf of Crowe as well as supporting in larger audits (2021/22).

#### GP Practices Nationwide

- ① Supporting a number of GP practices with their NHS Information Governance Toolkit compliance.

#### Gibraltar Health Authority

- ① Supporting with the finance and commissioning arrangements for specialist tertiary referrals to the UK.
- ① Liaised with the Gibraltar Health Authority to ensure smooth communication with UK based Trusts.
- ① Preparation and producing monthly management reports to Gibraltar Health Authority.
- ① Co-ordinate and validate patient information and activity and costs for all UK activity from Gibraltar.
- ① Co-ordinate and managing individual patient queries.
- ① Undertaking detailed research with treatment pathways.
- ① Analysing and reporting client outcomes for providers.
- ① Preparing Contract Documentation through to successful completion.

#### Government of Jersey Health & Community Services

- ① Supporting with the finance and commissioning arrangements for specialist tertiary referrals to the UK.
- ① Co-ordinate and validate patient information and activity and costs for all UK activity from Jersey.
- ① Co-ordinate and managing individual patient queries.
- ① Undertaking detailed research with treatment pathways.
- ① Analysing and reporting client outcomes for providers.
- ① Preparation and producing monthly management reports
- ① Liaised with the JHCS to ensure smooth communication with UK based Trusts.
- ① Preparing Contract Documentation through to successful completion



### Staffordshire University 'Be Inspired Programme'

- ① Supporting with the Mentorship programme for 7 mentors.
- ① Supporting the Mentees with planning and implementing key actions.

### Voluntary Work

#### Trustee of Lichfield Operatic Society CIC

- ① Providing Treasurer Role on a voluntary basis for Lichfield Operatic CIC
- ① Ensuring finances are managed as requirements by Charity Commission
- ① Responsible for ensuring financial policy and procedures are followed.
- ① Involvement with Productions back of house and front of theatre