

**PROFILE**

A proactive operations management professional having specific expertise in developing, managing, monitoring, and assessing operations and projects at the highest level. Has a proven ability to drive continual process and performance improvements whilst actively seeking to prevent accidents and incidents. Consistently applies a forward thinking and holistic approach to integrate management and assurance systems that exceed corporate expectations. A firm believer in the sharing of personal experience and capacity building has the ability to motivate, develop and encourage multi-cultural teams to adopt a unified approach to their objectives.

**PROFESSIONAL EXPERIENCE**

**CORE PROFICIENCIES**

- EOD Level 3+
- Multi-Unit Operations Management
- Complex Programme Management
- Project Management
- Health and Safety Management
- Environmental Management
- Quality Management
- Contract Management
- Iraq Oil and Gas Experience
- IMAS Compliance Requirements
- Training and Development
- Bid Team Management
- Client Relations and Business Development

**CERTIFICATIONS**

- Project Management (Prince 2 Practitioner)
- Quality Management (UKAS-ISO 9001)
- Health and Safety Management (NEBOSH-IOSH Tech)

**Company: Age UK East Sussex, Lewes, UK**  
**Period: February 2022 to Present**

**PROJECT MANAGER**

- Overall responsibility for the development of a process driven system for the recruiting, onboarding and retention of Volunteers.
- Assemble Volunteer Management Platform Super-User (configuration and implementation)
- Development of a Volunteer recruitment plan based on SMART objectives.
- Provide senior management with guidance and advice on best practices with regards to the management of Volunteers in line with the National Committee of Volunteer Organisations guidelines.
- Engagement with business and community leaders with regards to lifestyle improvements for the elderly.
- Act as a brand ambassador for Age UK East Sussex.
- Development of Policies and Procedures.
- Internal consultancy to full time staff with regards to marketing and recruiting.

**Company: SafeLane Global, Ross-on-Wye, UK**  
**Period: April 2017 to March 2021**

**MULTI-PORTFOLIO OPERATIONS MANAGER**

- Led portfolio team from period of operating losses to positive earnings, delivering significant improvements in one year by culminating 8% growth in operating earnings.
- Revamped management personnel acquiring

new high performance leaders with proven records of delivering sustained growth, whilst challenging staff to exceed expectations.

- Led and motivated key management teams to peak levels of performance, consistently developing their coaching and leadership skills to increase overall productivity levels.
- Managed a multi-purpose operational budget of \$100M and coordinated the efforts of 200 staff members within 2 management teams.
- Consulted with the executive committees and senior management teams to review, evaluate and plan corporate-wide strategies and organisational initiatives to continually grow the business.
- Recruited portfolios entire management team and oversaw the hiring and development of 150 associates, creating and empowering a collaborative work environment.
- Ensured rapid, efficient and economical delivery of a well-defined product to clients.

**Company: ALMCO Group, Amman, Jordan**

**Period: March 2014 to March 2017**

**DIRECTOR OF OPERATIONS**

- Worked with project managers to develop budgets for special programmes.
- Acted as responsible individual for the approval of significant corporate expense checks.
- Took responsibility for and provided initiatives required that ensured the efficient running of business operations.
- Created a departmental strategic plan which complied with and enhanced the company strategic and business plans.
- Provided effective team and project management competencies, including overseeing project completion timelines, monitoring project costs, and ensuring client expectations were exceeded.
- Continuously reviewed department best practices to provide exceptional client satisfaction.
- Liaised with other departments, including finance and marketing, to ensure operational budgets and publicising efforts met departmental goals.
- Maintained strong relationships with third-parties the department worked with to ensure efficient procurement and delivery of products and services.
- Drove sales and business goals.
- Provided outstanding leadership to team members, including the use of opportunities for coaching and development, to maximise confidence, work output and work quality.
- Identified patterns where problem areas existed, and implemented effective solutions to increase efficiency.
- Reported regularly to the Managing Director with regards to project/s status.
- Maintained strong relationships with clients to drive sales whilst networking with new clients.

**Company: TA'AZ, Southern Iraq**

**Period: July 2013 to February 2014**

**GENERAL MANAGER, OPERATIONS**

- Management and supervision of all operational activities, including planning, monitoring and evaluation.
- Lead the Operations Team in the planning and tasking of operational assets.
- Ensured the correct and efficient deployment of operational assets.
- Carried out Quality Control and Quality Assurance of all operational activities, and implemented Corrective Actions where required.

- Managed operational staff to ensure that they worked in accordance with company Standard Operating Procedures and their job descriptions.
- Ensured that priorities set by the company and clients were met whilst considering the needs of donors and beneficiaries.
- Monitored and analysed productivity and developed recommendations for improvement where necessary.
- Designed and delivered training to build operational capacity within national staff.
- Implement procedures that ensure the safety and security of operational personnel in an inherently dangerous environment.
- Led the development of winning tender responses.

**Company: AMS Limited, BP Jordan and BP Iraq**

**Period: July 2010 to March 2013**

**PROGRAMME MANAGER**

- Jointly responsible for the development of contractual documentation, Scope of Work and Compensation Schedules.
- Implementation and monitoring of Change Management processes.
- Management supervision of the Programme including oversight of Risk Mitigation and Assurance activity. Program value was in excess of \$60M.
- Oversaw the safe implementation and management of the Site Technical Practice (STP) on Risk Management and ensured that the STP was continuously updated to reflect Programme policy and that the risk mitigation strategy remained appropriate to the threat.
- Maintained the General Risk Assessment and made process adjustments where required.
- Contractual oversight of a number of contracted companies including invoice audit and approval.
- Reviewed and approved the contractor Standard Operational Procedures, technical procedures and submittals.
- Ensured that the Quality and HSE policies were implemented throughout the Programme.
- Established and maintained working interfaces with organisations supporting or being supported by the Programme.
- Designed and implemented a management training program for local national counterparts.

**Company: DynCorp International, Lebanon**

**Period: October 2007 to June 2010**

**PROGRAMME MANAGER**

- Full accountability for setting strategic goals and overall development of the programme in Lebanon.
- Chief Technical Adviser to the Director, Lebanese Armed Forces Mine Action Centre, Beirut.
- Financial responsibility for the ongoing implementation of a multi-million USD program.
- Contribute to the US State Department, DynCorp International, and the Lebanon Mine Action Centre Senior Management Teams with regards to the overall direction and management of the programme.
- Management of all programme operational staff.
- Ensured additional program funding was obtained from existing or new clients.
- Ensured all programme activities in the field met stringent Quality and Health and Safety Standards.
- Carried out monthly budget reviews, and ensured program remained within budget.

- Acted as the primary link between the US State Department, the Lebanese Armed Forces and in-country ERW clearance organisations.
- Sourced new business, including writing and costing of successful proposals.
- Served as the principal focal point and advisor with regard to strategic and technical planning aspects for DynCorp International in Lebanon.
- Served as primary liaison with US Government agencies, Lebanese Government officials, international organizations and other stakeholders.

**Previously:** Served in senior ERW project roles in the Russian Federation, Bosnia-in-Herzegovina, Croatia, Kosovo, and a number of African countries. Prior to this served in the military for 25 years retiring as a Regimental Sergeant Major.

### **Computer Literacy**

- MS Word, Excel, PowerPoint, Project, Visio, Teams,

### **Personal Information**

- Date of Birth - 20 July 1955
- Nationality - British
- Marital Status-Married
- Full UK driving licence (clean)
- Citizenship – Dual British/South African
- Work Clearance – No restrictions
- Language Proficiency -English and Afrikaans (fluent), Portuguese, Dutch, and Russian (survival level)