

Steven Jones

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Please click link to view my Digital Video CV: <https://vimeo.com/241392834/22520ee678>

An accomplished & innovative change and transformation project manager, with a broad range of management experience, incl. financial management, budgets, marketing & communications, social media & website management, grievance & complaints resolution, resource management, forecasting, and customer service improvement. Prince 2 & ITIL v3 certified senior management professional with a passion for facilitating personal development and improving effectiveness, efficiency and business process. Group Pastor at KingsGate Community Church, Peterborough

CAREER SUMMARY

Senior Programme Manager – Change Programme, Future Work, RNIB **2014 to 2017**

- Using my recognised project and change management expertise, I managed a cross-functional team to deliver a Future (Smart) working environment in two main RNIB buildings.
- I ensured that 400 staff and volunteers were fully appraised of business changes, contributed to the change plan, and engaged with and adopted the change programme.
- I reviewed processes, developed and delivered agreed changes and embedded new processes. Reporting to company director sponsors, I created exciting employee engagement workshops and seminars, online presentations, and feedback sessions, the resulting major change was both very significant, and extremely well-received by colleagues. The changes included process, and systems, data management and protection, as well as cultural change.
- The projects required clear negotiation of agreements and contracts, and internal resource such as IT, property management, data security, legal and procurement. I was responsible for weekly director, and monthly board, updates.
- Managed the strategic planning, design and delivery of an agile working environment that enables the company to reduce costs, offer more flexibility, and improve scalability and efficiency. Resulted in saving/generating additional £1.4m
- Led a service review and introduced new ways of working in the Major Donors, Fundraising and Campaigns teams. Introduced new ways of embracing digital channels to raise revenues and engage supporters.

Senior Programme Manager, Planning, Resources and Helpline, RNIB

2013 to 2014

- Led a highly talented specialist team of planning and production specialists, to deliver our company's products and publications on time, on cost and on quality. This included the resourcing of the flagship RNIB Talking Book delivery service, and the online shop.
- Managed the recruitment, development and performance of the service delivery staff, and identify and implement business transformation / restructuring. Led the recruitment and management of volunteers in order to build capacity.
- Managed the customer advice line, and associated admin support. Key responsibilities were to ensure standards were consistent, performance targets met. Team were responsible for fielding a broad range of enquires, and needed sales, advice and directional interventions.

Innovation Resource Manager, RNIB

2008 to 2013

- Led a large team of senior professionals. Customer service element, with partner relationship development. Established time-tracking and expenditure systems, and progress measurement framework. Forecasting, modelling & deployment tools developed and utilised. Resulted in returning an overall cost-benefit to the organisation of circa £400k p.a.
- I was responsible for all unit administration, including Non-disclosure agreements, contracts, memoranda of understanding, purchase orders and receipts, record keeping, and supervised two administration assistants.
- Was the relationship owner with Text-to-Speech technology developer Ivona. Worked with them to develop RNIB voices in English and Welsh, as well as brokering relationships with the Welsh Assembly government and other organisations keen to utilise the expertise at Ivona.
- Lengthy experience of influencing, convincing and negotiating with third party organisations. I engaged external parties and encouraged them to contribute toward our customer agenda. I did this by exploring the justifications for the business case, and linking it to the benefits that would accrue for both my company and the other. The results were headline stories about our organisation working with major multi-nationals to achieve mutually beneficial change. I built up a wide range of contacts, networks and relationships with major corporates, and within the public sector, to help us drive this strategy forwards
- Managed several projects, using Prince2 methodology. Gained a reputation for delivery on time and under budget.
- Took the high-level business strategy, translated it into deliverables, and ensured that all unit activity contributes to the high-level plan.

Team Leader, Data Capture & Transformation, RNIB

2007 to 2008

- Faced with increased competition, I had to find a way of processing more work, using less resource, and for lower cost. I recruited technical expertise to help, and co-designed new processes that achieved the objective. The result was an increase in throughput of over 70%, over a period of one year.

Campaigns and Fundraising officer, RNIB

2004 to 2007

- Organised events and engagement activities as part of the campaigns team.
- Worked on digital campaigns and utilised digital channels in order to raise income.
- Managed area fundraisers throughout the east of England.

Previously: Police Sergeant, and Director of Studies at a Regional Police Sergeant Training Unit. RFU referee and referee assessor.

<https://www.linkedin.com/in/stevejones2/>

Skills

University degree: BSc (hons) Psychology, 1997

General administration: ILM Level 5 Leadership & Management, 2014

Public administration: BTEC HNC, 1993

Service management: ITIL v3 foundation, 2010

Project management: Prince 2 RNIB bespoke qualification, 2009

Interests: Pastoral care; Rugby Union; Cycling