

DEAN BENNETT

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I have over 29 years of business experience, freelance and as an employee, covering all aspects of business performance and change management, including over 15 years in organisational development. This has included business and leadership development, project management and delivery, implementing major business change, driving product profitability, launching of new products, and supplier management.

I have held senior management positions in a major UK bank, and worked with managers and leaders up to executive level across a number of businesses in the UK and internationally, in the public, private and academic sectors.

My expertise is now focused around organisational change, learning and development, and leadership.

ORGANISATIONAL DEVELOPMENT**April 2005 – Present**

Working initially as a sole trader and then as a limited company, I have provided expertise and interim resource specifically in the areas of organisational development and change, learning and development, project management and business operations and leadership.

Key Projects:**Coventry University / ACUA Ltd****Responsibilities:**

ACUA is a wholly owned subsidiary of Coventry University providing Higher Education accredited development to major organisations in the public and private sectors. In a 7 month assignment as interim operations and projects manager, I provided business leadership and special projects management. I also designed and delivered project and change programmes for Coventry University.

Key Achievements:

- Re-structured successful £13m project funding bid.
- Developed new partnership model, processes and systems, enabling third party suppliers to accredited their training programmes to University qualifications.
- Designed and brought in a new more flexible curriculum approach, adopted across other areas of the University.
- Provided strategic and operational leadership to ACUA.

Activa Healthcare:**Responsibilities:**

Activa Healthcare have won 2 Queens Awards for Innovation, and came 4th in 2009 Sunday Times Best Business Awards. I have worked with Activa for over 3 years, implementing new ways of working and providing additional consultancy. The major assignment in Activa was to design and establish a new Continuing Professional Development Process (CPD).

Key Achievements:

- Incepted, designed and implemented a new CPD process.
- Designed the CPD procedures and documentation, and supporting competency framework.
- Trained all executives and managers in coaching.

- Established and continue to run a CPD user group to continuously monitor progress.

Atos Origin**Responsibilities:**

This assignment covered 8 months in the first year, and was repeated for a further 6 months in the second year. As an associate of Atos this involved designing and delivering relationship management training around the world to a major re-insurance client, and supporting their client management strategy.

Key Achievements:

- Joint and solo delivery to Swiss Re leadership, up to and including executive level.
- Facilitating workshops in Zurich, Munich, the USA, UK and Hong Kong.
- Refinement and redevelopment of development programme material.

Additional Assignments:

Terex Pegsons: (automotive business) designed and delivered appraisal training, including workshops for line managers, cascade briefings for staff being appraised and a coaching session for each board member. Repeated for new staff members in the second year.

Triumph: Designed and delivered trainer training workshops covering training design, presentation skills, running workshops and coaching.

Warwick University: Delivered change events to Network Rail.

GENERAL BUSINESS AND CHANGE MANAGEMENT**1979 – 2005**

General business, finance, insurance and management experience, specifically covering international banking, marketing, product management, supplier management, and change / project management.

Key Roles**Service Transition Leader/ Business Change manager****June 2001 - April 2005****Responsibilities:**

Responsible for maintaining operational stability during significant change projects, in operational environments of cash management, business processing and print, store & logistics businesses. Direct management of a team of 20 transition managers, providing leadership to wider team of 120, with a staffing budget of over £1m.

Also responsible for shaping and delivering a programme of education, training and communication to 350 staff across 7 UK wide sites.

Key Achievements:

- Managed a team to ensure successful implementation of over 200 service changes per year.
- Through prudent cost and staffing management saved over 20% against a budget of £1m.
- Set strategy for a 12 month training programme for 350 staff.
- Shaped, trained and embedded new working practices, ensuring consistency and professionalism.
- Re-scoping of Barclays cash / ATM outsourcing package to satisfaction of clients.
- Produced and implemented a communications strategy and plan across 7 UK wide sites.

Group Product Manager, Small Business / Corporate**May 1996 - June 2001****Responsibilities:**

Responsible for establishing a new product development role to deliver new income streams for Barclays' Corporate Business. This included identifying opportunities, sourcing suppliers, and gaining

executive commitment to new products from Barclays Group and 3rd party suppliers in the UK and Ireland, primarily in the card and insurance sectors.

Key Achievements:

- Delivered strategic reviews of card and insurance products and set the business agenda
- Initiated, designed and launched a new Barclays Business Debit card
- Launched the first Business Credit card in the market
- Successfully negotiated new contract for Barclays Corporate Business Insurance with Marsh GI
- Implemented a new Capital Markets insurance product, including full operational support
- Set up successful supplier management of Barclays Insurance Dublin, resolving operational issues, delivering improved product performance, increasing sales revenue and launching new products
- Sourced and delivered a legal helpline and various third party supplier deals for the small business market
- Developed sales strategy and implementation plan.

Call Centre Training Project Manager**1993 - 1996**

Responsible for design and production of training programmes for all staff within new business call centre, covering operational and regulatory processes, and management and leadership

Key Achievements:

- Set strategy and design for all roles to establish new call centres
- Produced various training modules of up to 12-week duration
- Sourced external training where appropriate
- Managed a team of 7 training development staff
- Ensured training would deliver the wider programme deliverable of implementing new centres

Prior Experience**1979 - 1993**

Previous experience to this date involved various projects, training and International Business as follows:

- Developing the organisational design for a business sector call centre and providing support to the training and HR projects.
- Ran a tenders support help desk for banking tenders
- Three years designing and running management training across Barclays
- Two years delivering specialist International Banking training to up to 200 staff across 4 specialist City branches.
- Various roles within the International Branch network.

PROFESSIONAL QUALIFICATIONS & TRAINING

- Open University Open Business School Professional Diploma in Management (postgraduate)
- PRINCE2 Registered Practitioner
- Master Practitioner of Neuro-Linguistic Programming (NLP)

Other Training

- NLP Practitioner Certification
- SHL Recruitment level 1, 2 & 3
- Discipline and Grievance Legislation and Procedures
- Competency based interviewing.