

Home base: Buckinghamshire, England
 Work locality: UK and International
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Biography

Professional instructional designer, management & leadership development consultant, academic lecturer, HR quality and excellence assessor. Experience of working in 34 countries across four continents, and culturally sensitive to different environments, comfortable working within virtual project teams or autonomously. Highly regarded by colleagues, and clients alike, for adopting extremely creative approaches to learning and training design. Areas of speciality and expertise include:

- Φ Corporate management and leadership development
- Φ Professional HR and trainer development
- Φ Instructional design (traditional training, online and blended learning / 70-20-10)
- Φ Training delivery, validation, evaluation and impact of learning
- Φ Facilitation (action learning sets, conferences, trans-national projects, webinars)
- Φ Assessment against international excellence standards for HR and L&D functions

Industry experience: **Oil, Gas & Energy Recycling** (ENI, KMG, Cory Riverside); **Pharmaceutical** (Novo Nordisk); **UK Public Sector/Education** (NHS, Central Government, Local Government, Further & Higher Education); **International Public Sector/Education** (European Commission, Education & Culture Directorate, European Union, European Regional Development Agencies, Kuwait Institute of Scientific Research, Moscow State University, Bigli University, Turkey, Norwegian Association for Adult Learning); **Intergovernmental** (European Patent Office); **Charity Sector** (Macmillan Cancer Support, Cancer Research UK); **Telecoms** (BT); **Financial Services** (Lloyds Bank UK); **Software Industry** (Digital Health Solutions, SAP); **Legal** (LexisNexis) **Logistics** (GAC); **Retail** (Chaloub Group ME, Harrods, Harvey Nichols, Fortnum & Mason, Debenhams, Selfridges, John Lewis, Estee Lauder); **UK Armed Forces** (MOD, RAF) [CLIENT TESTIMONIALS](#)

CPD-active: Three areas of interest and the interplay between them:

1. **Learning Technologies** ~ online learning and game-based learning
2. **Ethnolinguistic Diversity** ~ language and its effect on business culture and virtual team working
3. **Organisational Effectiveness** ~ assessing quality, HR excellence and change

Qualifications:

Post-Graduate MA in Strategic Human Resource Management
 Post-Graduate Certificate in Health Services Management
 Post Graduate Diploma in Training Management
 Post Graduate Certificate in Training & Development
 Assessor: EFQM Excellence Award (National & European Awards)
 Internal Adviser: Investors in People (IiP) & NVQ Assessor: D32/D33 TDLB

Professional:

Chartered Fellow: Chartered Institute of Personnel & Development (CIPD)
 Fellow: Higher Education Academy (HEA)
 Member: International Council for Open & Distance Education (ICDE)
 Member: British Voice Association (BVA)

Awards/Assessor:

2017	HR Assessor: Excellence Award in Government Performance (UAE)
2017	Global Training & Development Leadership Award (World HRD Congress)
2010-12	Judge: National Training Awards (UK)
2009	Global HR Excellence Award for HR Leadership (World HRD Congress)

Employment:

2002 – now	Specialist Learning Consultancy (JFI)
2001 - 2002:	Workforce/Organisational Development, Berkshire NHS Shared Services
1999 - 2001:	Organisational Development Manager, East Berks NHS Trust
1990 - 1999:	Development & Training Manager, Barnet Healthcare NHS Trust
1990 - 1990:	Regional Training Consultant, Comet Electrical Group, Hull
1988 - 1990:	Training & Complaints Manager, Allders Department Stores
1986 - 1988:	Personnel & Training Officer, Debenhams Department Stores
1986 - 1986:	Controller/Officer Manager, Blue Arrow Recruitment Agency
1976 - 1986:	National Promotions, Area Sales Manager (various cosmetic firms)

Example of various interim fixed-term projects:

Digital Learning Designer – Lloyds Banking Group as part of their Group Transformation agenda
Online Learning Design Consultant – UK Cancer Charity, designing online learning 9 months
Learning Provision Analyst – NHS Centre for Public Health, training needs analysis and report: 12 months
Skills Mapping Auditor – NHS (Medical & Dental education, data capture and analysis: 6 months
Project Director – NHS Regional e-learning evaluation project with LearnDirect £¼m project: 24 months
HR & OD Management Consultant – NHS ICT, job re-design and department restructure: 5 months
National Management Co-ordinator – UK Healthcare Institute, supporting UK-wide network: 12 months
Business Manager – Healthcare Institute, membership recruitment: 12 months
Regeneration/Unemployment Project Lead - NHS Hospitals Trust, back to work scheme: 6 months

Examples of local and international work:

UK

Cyber security webinars for energy recycling company
How to design e-learning masterclasses for Scottish education executive
Designed open learning workbooks to support NOCN qualification for NHS support workers
E-learning induction programme national guide for NHS University (NHSU)
Interim OD consultant designing roll out and training of University HR Information System
Blended learning policy and procedure development for various NHS organisations
Management & leadership training for Russian managers attending UK University
Leadership programme design and delivery for NHS middle level managers
Presentation skills training, communication and interpersonal skills for UK civil service
Training appraisal and PDP skills for NHS managers as part of Knowledge & Skills Framework
Community care team management programme for NHS healthcare teams
Management training as part of national 'Learning Through Work' initiative
HRM support for re-writing and grade job descriptions for NHS ICT departmental teams
Employment support and training for low-paid, low-skilled (LPLS) NHS workers
Quality control and improvement workshops, NHS Financial Network and British Telecom (BT)
Auditor - SEEDA funded Basic Skills Programme, NHS SE region
Project management of £¼m funding from Dept. of Health for regional KM and e-learning
PDP process design and implementation of appraisal and personal development planning system
Coaching for health service budget holders as part of financial recovery training programme
Establishing training budgets webinars for legal professionals in business research and risk management sector

INTERNATIONAL

HR quality assessor Abu Dhabi Excellence Award in Government Performance (UAE)
Quality improvement workshop Bureau Veritas (Latvia)
Executive leadership programme Kazakh executives, "KazMunayGas" KMG (ENI Corporate University, Italy)
Management training programme ENI Oil (Kazakhstan & UK)
Digital literacy training workshop with Barclays Bank 'Digital Eagles' team EU-funded (Netherlands)
Instructional training design workshop European Patent Offices (Germany and Austria)
Advanced training skills workshop Vigor Enterprises (Kuwait, Qatar, Dubai)
Vocal training for in-house trainers Novo Nordisk (Denmark)
Researcher EU funded projects competency framework and learning game development (Belgium)
HR compliance & regulatory practice workshop Directors of Public Admin, European Union (Latvia)
Coaching in health and wellness SAP (Ireland and Germany)
Employee engagement survey GAC (Dubai)
Validation of project manager competencies Regional Government Agencies in 5 European countries)
Corporate University workshops/conference speaking (Hong Kong, Abu Dhabi, Australia, China, Switzerland)

Academic Lecturing & Research:

2018 - MSc International Project Management *Cross-Cultural Leadership* Anglia Ruskin University (London)
2018 - MA International HRM *Talent Management & Learning* Anglia Ruskin University (London)
2017 - MA Talent Development & HR *L&D Fundamentals* IE School Human Sciences & Technology (Madrid)
2005-18 MA HR Management: Module Leader *L&D / Training Design* University of Westminster (London)
2017-17 MBA (Global) *Online Tutor/Assessor* University of London (London)
2008-12 Additional Skills Certificate: *Knowledge & Information Management* MESI University (Moscow)
2003-09 Foundation Degree *Pharmacy Management* Birkbeck, University of London (London)
2002 MA HSC *Health & Social Care Management* Reading University (Berkshire)
2000 MA Collaborative Leadership *Health & Social Care Management* TVU (Berkshire)
1996 NEBSM *Introduction to Supervisory Management* BTAS/Hendon FE College (London)
1995 Edgware Postgraduate Medical Centre *Medical Education Programme* Hendon FE College (London)
1990-97 Open University/MESOL *Managing Health & Social Care* Barnet Healthcare Trust (London)
1990-97 ILM *Introduction to Supervisory Management* BTAS/Hendon FE College (London)