

JEAN GAMESTER

MA Economics, MSc Human Resource Management, MSP, Prince2, ITIL, Coaching ILM L5
DProf Organisational Change (in progress)
Based in Cardiff, UK

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A strong leader who delivers people, business and digital change.
Ready to lead transformation initiatives, to work with you to develop your organisation and your people.

PROFESSIONAL PROFILE

- 25+ years of programme management & change leadership in public, private, and not for profit sectors.
- A career with technology at the start, evolving to focus on organisation wide transformation, covering business improvement, people and cultural change.
- Track record of implementing change and programme management best practice.
- Excellent stakeholder engagement and team leadership skills, building strong, enduring relationships.
- Strong interpersonal, written, and verbal communicator who can deliver effective presentations, consult on transformation projects, and maintain collaborative relationships.
- Trouble-shooter with keen ability to resolve issues, provide for change while minimizing risk.

AREAS OF EXPERTISE

- Change Management
- Programme, Portfolio & Project Management
- Interim Management

- Business & Change Consulting
- Business & Digital Transformation
- Organisational Development
- Lean Process Re-engineering
- Product Development & Innovation
- Action Research
- Culture Change

- People Management
- Mentoring & Coaching
- Leadership Development
- Communications & Public Speaking
- Training & Workshop Facilitation
- Conflict Resolution

- Troubleshooting
- Client Account Management
- Vendor/Procurement Management
- Financial Management
- Research
- Governance & Assurance

SECTORS

Learning & Development, Consulting, Local Government, Social Care, Charity, NHS, Utilities, Education, Professional Associations, Contact Centres, Logistics, Electronics, Telecommunications, Utilities

SYSTEMS

ERP, CRM, eCommerce, Project Services Automation, Service Desks, Content Management, Warehousing, Marketing Automation, Management Information, Social Care

PROFESSIONAL EXPERIENCE

Programme Management and Change Consulting, via Semaphora Consulting, UK wide, 2012 to Present

- Interim Head of Client Service for Imparta, London, leading on the delivery of a global portfolio of consulting and training. Driving a programme of change to improve productivity and client service.
- Commercial transformation programme manager for Aylesbury Vale District Council, leading organisation wide cultural change, restructuring, efficiency and income generation to save £5.1m. Influencing across a wide range of stakeholders from cabinet and board through trade union and employee communications and engagement.
- Digital programme strategy manager for Gloucestershire County Council producing the change strategy and business case to enhance digital customer access and provide cost savings.
- Associate Faculty, Henley Business School, programme design, change management workshop delivery.
- Change consulting, workshop facilitation and leadership development for a range of clients including Open Limits, CLS, British Computer Society, CIPD, HR Wallingford, IT Service Management Forum and Vodafone.
- Change programme facilitation lead for The Storytellers, including leading a team of facilitators to deliver a series of culture change workshops for over 1,000 managers in groups of 100 for a major retailer
- Interim CEO for Speakers Trust, running the operation, balancing the books and troubleshooting operational, cultural, systems and financial challenges.
- Transformation manager for Herefordshire County Council and Wye Valley NHS Trust. Brought in to troubleshoot, to drive a portfolio of change, as well as to lead and motivate a struggling delivery team. Brought control over the change portfolio, set up professional account management and commercial model for the service.

Programme Manager, Micro Focus, Newbury, UK, 2012

- Developed business case and change strategy delivered for Eloqua sales and marketing automation.
- Responsible for governance, PMO and change framework. Led and developed a team of project managers.

Programme and Service Management, Buckinghamshire County Council, UK, 2008 to 2012

- ICT service improvement programme manager - lean systems process change, cultural change, knowledge management, performance management, programme assurance. Improvement of service management systems.
- Transformation programme manager, covering organisational development and productivity workstreams. Provided board assurance and leading improvements to the transformation PMO.
- Led business case development for internal and external back office provision to deliver savings of £3.6m.
- Managed joint procurement for 5 councils covering ICT, HR, Finance and Property £450m shared services deal
- Troubleshooting programme manager for failing social care finance transformation programme.
- Social care systems services manager and technology transformation lead, systems Northgate & Liquid Logic.

Programme & Account Manager, Sapient, UK and India, 2006 to 2008

- Account/portfolio management and business development for Vodafone UK and Ireland.
- Vodafone.co.uk agile redesign strategy leader of a 30-person team based in UK, Germany and India in 6 weeks.
- Interface technical testing manager, covering the release schedule for the Vodafone.co.uk eCommerce engine.

Programme and Project Management, Centrica/British Gas/The AA, Windsor, UK, 2001 to 2006

- Head of intranet delivery, managing a portfolio of change on the core SharePoint system. Procured and managed a £9m portfolio of change for 6,000 users worldwide, using outsourced agile developers based in India.
- Programme assurance lead for organisation wide SAP HR implementation.
- Led award winning separation project for Centrica and AA intranet systems when the companies demerged.
- Managed suppliers Accenture, KPMG, Harte Hanks and Detica to implement SAS data warehousing, merging 60m customer records from British Gas and the AA.

Principal Consultant, JBA, UK and Europe, 1993 to 2001

- Design, rollout, training & support of global ERP solutions to clients including Panasonic, Elizabeth Arden, Tyco and CHS.

VOLUNTEER LEADER, TOASTMASTERS INTERNATIONAL

- **Campaign Manager**, for electoral candidate to international board of this 350,000-member organisation, 2017
- **UK District Parliamentarian**, providing guidance in conducting formal meetings and district governance, 2017
- **UK District Director**, leading 50 volunteer leaders, 150 clubs and 4,000 members in the UK, 2015 to 2016
- **UK District Leader**, leadership development, succession planning, club and membership growth, 2010 to 2017
- **Club Leader**, supporting and developing local speakers club members, 2006 to present

EDUCATION & PROFESSIONAL MEMBERSHIP

- **Doctorate in Organisational Change (in progress)**, Ashridge Business School
- **MSc Human Resource Management**, University of Bedfordshire
- **MA & BA Economics**, University College Dublin, Ireland
- **MSP, PRINCE2, ITIL, ILM Coaching L5**
- **CIPD** (Chartered Institute for Personnel & Development) **and APM** (Association for Project Management)

ENDORSEMENTS

“Jean did a great job for us at AVDC in shaping and delivering a challenging change and transformation programme. She communicated well with senior stakeholders, gained buy in for the programme approach, built the team and managed it through the process to the point of final delivery. She is tenacious in her approach and never lets difficult issues remain unresolved. I would have no hesitation in recommending Jean for roles leading major change programmes.” **Alan Evans, Head of Transformation, AVDC**

“Jean is great fun to work with. A hard grafter, creative with solutions for clients, a great facilitator and troubleshooter. She is a very safe pair of hands on any change project or team coaching programme. Her work with my team on the custom designed business simulation game and related project leader coaching was very highly rated by the client and reinforced our team reputation with the client.” **Philippa Hale, Director, Open Limits**