

PATRICK RICKETTS FCMI, PG Dip

NON-EXECUTIVE DIRECTOR

CONTACT

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PROFILE

An accomplished Senior Director who is passionate about supporting organisations with their strategy for sustainable business growth, people/team development and their well being. Has a demonstrable proven track record of customer service performance improvement in executive roles, including FTSE 200 quoted PLC's.

- ◆ Strong strategic planning, operations, and commercial skills within UK markets in B2C & B2B markets including the public sector. Environmental, Educational and Housing Sectors.
- ◆ Significant experience in transformation and change management.
- ◆ Proven excellent communicator, influencer and team-builder.
- ◆ Demonstrable and extensive commercial and operational experience leading account strategy for multi-million-pound contracts and delivering customer service excellence.
- ◆ Unwavering in improving the customer experience by being the voice of the customer on the board.

Strong leadership and decision making credentials, focused on service quality and getting the very best out of diverse teams. Passionate about developing people and bringing on the talent within an organisation. Always driven to raise the bar on customer expectations based on a clear understanding of customer need to create change in the business to meet and exceed customer expectations.

EDUCATION

- 2017 Fellow of the Chartered Management Institute (FCMI)
- 2013 Executive Course Customer Service Innovation & Service Management Danish Technical University (DTU). Studied between Denmark and Belgium.
- 2001 Strategic Business Management (postgraduate qualification) PG Dip.
- Lean Six Sigma Green Belt

VOLUNTARY WORK

- Enterprise Advisor Local Secondary School (Telford) (2019-2021)
- Mentor for oncology business entrepreneurs on the Global Mentorship Programme (2020-2022)

NON-EXECUTIVE & BOARD CONSULTANCY

Dates	Employer	Position
Sept 2021 – Present	Great Places Housing Group	Non-Executive Director

- Independent Non-Executive Director providing broad level guidance, governance, and challenge, to strategy and finance
- Chair of Customer Committee
- Member of the Audit & Assurance Committee
- Representing Group Board in merger negotiations and due diligence work

Oct 20 – Present	Forward Education Trust	Board Member/Trustee
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A non-profit making group of Academies and Services currently based in Birmingham and working across Birmingham and neighbouring Local Authorities.

- As a Trustee I provide effective board contribution helping to develop strategic direction and providing challenge and support to the executive team.
- Trust Member
- Member of the HR and Pay Committee, Member of the Education Committee
- Mentor for Executive Board Member

Dec 19 – Present	Employer Ubico Ltd	Position Non-Executive Director
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An Environmental Services Company owned by a Partnership of 8 Councils in the Gloucestershire area.

Independent Non-Executive Director providing broad level guidance, governance, and challenge, to strategy, finance, and risk management.

- Member of the Governance, Performance and Remuneration Committee
- Member of Risk and Audit Committee
- Mentor for an Executive Board Member

Aug 19 – Present

Employer
SG For Business Plc.

Position
Owner
Business Coach

Giving business owners time back by helping them to deliver better business results, through their teams that delivers change, maximise performance, increase profitability and deliver sustainable growth to SME's.

Aug 19 - Sept 20

Employer
Anpro

Position
Associate

Providing Interim management and support services to help management teams with corporate turnaround projects.

May 19 to August 19 Reviewing career options

Jul 17 – May 19

Employer
Jewson (Saint Gobain Subsidiary)

Position
Area Director (Regional Board)

Jewson are the UK's leading supplier of timber and building products to the trade and general public. Jewson is part of Saint Gobain, a global company that specialises in building distribution and manufacturing of core and innovative building materials.

Central and East Area of England 16 branches circa £38m turnover average of 47,000 customers

- 16 direct Reports including sales management
- Sales and Operations and improving customers relationships

Achievements:

- Changed 80% of the management team. Rebuilt, developed, and empowered management teams and got them working together to improve the performance of their branches through improved customer interactions.
- Failing branch customer service score improved by 28% year on year
- Won Council Contract refurbished 9-acre branch was given over to the Council for supplying maintenance services of their 23,000 homes portfolio.
 - Revenue increased from £4.5m to £6m projected in 2019.

1990– May 2017

Employer
Elis (Formerly Berendsen UK and Sunlight)

Position
Regional/Operations Director
(UK Board Member)

Berendsen was a £1.2bn FTSE 200 company now a subsidiary of International Elis that rent, launder, maintain and deliver workwear, mats, and washroom to a wide range of private and public organisations, servicing customers in many sectors.

Responsibilities:

- Management of 7 plants, 11 direct reports and £50m turnover 500,000 customers of which 55% serviced weekly and 45% daily through over 800 FTE's. Area Scotland, Mid/South, Wales, Midlands, South Coast, and South London.
- **From 1990 Management Trainee, Production Manager, General Manager, Area Director, National Account Director UK and Ireland, Operations Director and for the final 9 years Regional Director.**

Key Achievements:

- Underperforming plant customer retention improved from 83.7% to 92.2% between 2011-2014.
- Devised and implemented standard Service Level Agreements including sales to service handover documentation.
- Improved customer retention by 61% in 3 years for group accounts, from 11.2% to 6.8%.

1985 – 1990

GE Bissell Ltd

Production Controller