

Claire Hart
Non- Executive Director and Board Member

(E) hart.claire.1967@gmail.com

(T) 07855402479

(LI) <https://www.linkedin.com/in/claire-e-hart/>

Profile

I am an experienced manager of both people and business development with excellent customer service and project management skills. An action taker with a strong ability to communicate effectively with technology, executives, customers and business audiences. I am a people oriented person. I am innovative and entrepreneurial, and can 'think outside the box'. Winning both public and private sector awards. I am driven, self-efficient and self-supporting. I started a business from nothing to turning over £2 million within 2-years during the pandemic, winning major contracts to solve the housing crisis during that time.

I am an empathic leader, this has resulted in creating teams that are loyal, that have trust in me and each other which ultimately results in better performance and growth, both personally and for the Company. From 1994 I worked for an International Logistics Company. Starting in the accounts department, and worked my way up to transport manager. In 2005 when the owner retired I became the Manager and steered the company through incorporation and was Managing Director until November 2018.

After this I spent a year or so learning new skills in the area of social housing. How can we utilise the many millions of investors' money and put it to great use, still giving investors a fair ROI? At the start of the pandemic I was presented with an opportunity to help with the growing homeless situation, so I started my own business with the aim of providing emergency accommodation for vulnerable people. I set about creating a database of rooms and properties that were available throughout the UK due to lockdown. I held webinars with private landlords, AirBNB hosts and hotel owners, all of whom were going to feel the financial repercussions of the pandemic. I secured over 36,000 rooms in a matter of weeks.

I then went on to win an emergency contract with the Ministry of Justice to house homeless ex-offenders that were being released early due to the pandemic.

Building bespoke, highly innovative systems and processes, I and my team carefully collected the data, and the results were astounding. Usually, homeless ex-offenders are 70%-80% more likely to reoffend within the first year of release, costing the UK taxpayer billions every year. However, whilst in our accommodations during the pandemic, this figure dropped to less than 12%. Proof that providing the most basic of human needs leads to better futures for people, safer communities for all and huge savings for the taxpayer.

During this time we housed over 550 homeless people from July 2020 to March 2022 providing in excess of 30,000 nights of safe accommodation. We were nominated for an international accommodation award, where we were shortlisted for the "Profit With Purpose" award, we made it to the final 4.

Business coaching and mentoring. I am trained in business growth strategies, mindset and team training, bringing my 30 years of business 'know-how' and 'how not to' to companies and helping them to move forward. Training and mentoring their teams so that they can all work together with the same goal in mind,

Experience

2023 - Current - Your Consultation Group - Non- Executive Director lead for the Coaching and Resettlement programmes.

2022 - Current - ActionCoach UK - Business coach, business growth specialist, mindset and team training.

2022 - 2022 - Oliver Landon Limited - Business development and portfolio manager. Appraising the current portfolio of 700+ properties, renegotiating leases with the borough councils for social housing. Finding, negotiating and packaging property deals for large international investment funds. Expanding the current locations to incorporate more of the UK.

2018 - 2022 - Response Accommodation Ltd - Chief Operations Officer and Founder, managing the daily operations, Cost Control, Sales, HR, Customer Service.

1994 - 2018 - AAA Logistics Limited - Managing Director, Transport Manager, Sales, HR, Customer Service, Time Management, Cost Control and Operations.

1983 - 1994 - Brooks the Stationers — Sales Representative. Starting as a telesales representative responsible for bringing in new business, moving into a customer management role responsible for 20 + clients.

Interests

My love of travel endures, I love exploring. Road trips are a favourite, to date I have covered 23 states of the USA, parts of South America, the Middle East and a lot of Europe, but there is so much more to see. Being immersed in different cultures is a pleasure.

I am now a Grandma to 4 Granddaughters and they keep me fit and active.

Walking with my dog is a daily pleasure.