

David Loughenbury

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A highly accomplished COO/CIO/CTO Board level Director and consultant with a track record of delivering transformational change across global businesses within B2C, B2B, financial services and pharma sectors and FTSE-250 businesses with PRA SMF3, SMF24 recognition.

Brings demonstrable evidence of complex programmes taken from strategy to live whilst providing leadership of multiple business-critical programmes as well as numerous M&As, digital and data led change. Experienced in business transformation, programme recovery, Cyber and data protection.

Recognised for the ability to manage cultural change while instigating best practice in corporate governance and risk management in global highly regulated environments.

NON-EXECUTIVE /ADVISORY/ TRUSTEESHIPS ROLES

Redmayne Bentley

2017

Provides traditional stockbroking and investment management services to a UK customer base with 280 staff

Advisory

- Guided the development of the IT Strategy and moving to Cloud.
- Achieved a 30% cost reduction through automation and supplier negotiation.

EXECUTIVE CAREER

S & D Consultancy Ltd

2011 to date

Provides interim and portfolio services covering; strategic technology advisor supporting IT development and programme recovery, M&As, digital & data transformation

Director

- Proven experience with different clients of forming a rapid assessment of current challenges, managing disparate stakeholders and agreeing a roadmap going forward.

Police Mutual

2018-2020

Founded as a mutual society, set up by the Police in 1922 for the financial welfare of Police Officers, Police Mutual is a provider of Financial Services and welfare support to the Police Service and the Military, transferred to Royal London Group in 2020

Group COO (Interim)

Charged to improve member service and deliver a more streamlined service, holding SMF3, SMF24 responsibilities, with a staff of 270 (4 direct reports) and a budget of £12m

- Delayed IT and Change, reducing costs by 15%. Embedded the new GDPR regulations around use of data and drove Digital adoption increasing 30% pa.
- Given the market and solvency challenges led a review with the FD to assess the long-term options for the group. The outcome proposed merger with Royal London which was agreed with the Managing Board, members and regulators.
- Implemented a plan to deliver a stable business safely into Royal London that successfully took effect on 1/10/20. Ensured this happened whilst leading a large number of colleagues through the change.
- Given the Covid-19 challenges, led the incident response moving all 420 colleagues to home working within two days with no impact on business performance.
- Raised Risk Committee awareness of being outside cyber risk appetite, addressed the issues over 6 months introducing controls ensuring they remained within risk appetite.

Spectris

2017-2018

Spectris harnesses the power of precision measurement to equip our customers to make the world cleaner, healthier and more productive, operating across Europe, USA and Asia.

Global IT Lead (Interim)

Brought in to address a failing transformation programme across 12 group companies with a central team of 17 with 5 direct reports.

- Reviewed the programme with the divisional IT Directors and recommended and subsequently implemented a revised approach covering IoT, Security, Cloud and Data, reducing the delivery cost by 60% and focussing on the key deliverables. This was fully supported by the Group Executive team and the divisional MDs.

Furness Building Society

2016-2017

Established in 1865, and originally began by playing a vital role for those in what is now South Cumbria and Furness peninsula now the 17th largest in the United Kingdom based on total assets of £813 million.

CTO (Interim)

Charged to deliver an IT strategy to support the Board in stabilising and de-risking Furness after significant issues with a staff of 10.

- Delivered an end-to-end Digital solution to support deposit growth aspirations subsequently delivered over 40% of all retail deposits.
- Implemented a significant upgrade in Cyber capabilities and Disaster Recovery so enabling Furness to avoid the 2017 disasters the sector.

Police Mutual

2011-2016

Founded as a mutual society, set up by the Police in 1922 for the financial welfare of Police Officers, Police Mutual is a provider of Financial Services and welfare support to the Police Service and Military with 510 employees serving 400k members

Group CIO/CTO

Role covered working the Board and Executive to deliver an IT and Change strategy supporting the growth agenda, with a staff of 75 (5 direct reports) and a budget of £7m

- Worked with the Board and Executive to deliver an IT and Change strategy delivering the growth of 20% growth pa in each of five years.
- Defined and delivered a data led business strategy; delivering a single customer view, CRM and datawarehouse, data driven Marketing solution that was delivering 10% of the company's income within 2 years of delivery, with benefits 20% higher than target.
- Defined and Implemented of Digital and IT Strategies to support a more active customer usage of the website which doubled customer traffic.
- Reduced in the IT Opex of 20% within the first 12 months.
- Managed and integrated 10 acquisitions into Police Mutual. Both PwC and E&Y complimented us on the IT strategy to support the acquisitions and the enlarged group.
- Delivered a customer centric sales and service operation using CRM with high degrees of automation. Benefits realisation was 300% higher than plan after 1 year.
- Reviewed the risks associated with Cyber and presented recommendations to the Managing Board which approved an action improving the controls and monitoring.
- Delivery of a new Life platform with a Digital by Default goal to provide a highly automated, efficient and flexible platform for the long-term Life business.
- Prepared and agreed the IT Strategy with the Managing Board, subsequently implemented. Developed controls to measures and improve IT oversight and ensure Audit and Risk Committees had oversight of the risks.

Earlier Career

Boots	Programme Manager (Interim)	2011
Yorkshire Building Society	Head of Change (Interim)	2010-2011
Lloyds	Programme Manager (Interim)	2009-2010
Aviva	IT Director (2007-2009)	2005-2009
HBOS	Head of Delivery (2000-2005)	1997-2005
Post Office	Datawarehouse Developer	1995-1997
Halifax Building Society	Systems Analyst	1991-1995

Education

Kingston University	BSc Business Information Technology (2:1 honours)	1991
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Professional Qualifications/memberships

Association for Project Management	Member (MAPM)
Managing Successful Programmes	Practitioner (MSP)
British Computing Society	Member (BCS)

Mentoring 2010 to date
provided mentoring and coaching to a number of people who are now operating at C suite level including two individuals who have become C suite over the last 24 months.

EXTERNAL RECOGNITION

- [IT-powered business strategies](#)
- [Digital Business Transformation](#)
- [Delivering a Digital Marketing Strategy to drive growth](#)
- [Driving Cloud adoption- more speed at less cost](#)
- [Creating a Digital workplace](#)