Mark Clough

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*NON-EXECUTIVE DIRECTOR*

Leadership • Strategy • Cultural Transformation • Performance Improvement

*Director and recruitment specialist with a track record of driving performance through cultural change, process improvement, sales strategy and learning and development.*

An inspirational leader with proven skill identifying key areas for improvement, clarifying organisational visions and missions, developing pragmatic strategies to establish high-performing and engaged teams that impact positively on the bottom line. Brings the insight of broad cultural and international experience, as well as comprehensive operational expertise to ensure effective, desired outcomes.

People-focused and creative with a direct communication style, strong influencing skills and an aptitude for providing constructive challenge.

*Career HISTORY*

**LOCKWOOD & RANN**

***Management Consultant* 2012 - Present**

*Working with a “cross-sector” portfolio of SME clients to align operations with strategy. Services include coaching, business planning, recruitment strategy, people planning, recruitment, supporting investments and general management.*

Star Medical recruitment

***Director of Resourcing* 2017 - 2018**

*Brought on board to support the organisation with cultural challenges following their acquisition by a larger company. Drove a positive, learning and development-oriented culture with a strong sense of individual accountability.*

* Developed and delivered a series of training courses and sessions to **promote positive attitudes.**
* **Uplifted performance** through elimination of non-performers, introduction of KPIS and establishing an ambitious, high-performance culture, **impacting positively on the ROI in terms of team & individual output.**
* Led successful drive to **generate new revenue streams through incentive focussed initiatives**.
* Created and implemented initiative to improve sales team engagement. Developed account management programme, **transitioning from transactional to relational selling.**
* **Improved connection with target market** through social media and online job boards.

Media Group International Qatar

## *Sales & Operations Director* 2015 - 2016

*Turned around performance challenges, spearheading sales and operations process re-engineering,*

 *restructuring, business analysis, strategic development, sales approach and ISO certification within this established broadcast systems integrator. Gained a deep understanding of the cultural and political nuances of the region during this time.*

* Led full business analysis, **determining critical areas of focus to drive performance. Delivered key improvements on bids, orders and cash received.**
* **Revitalised sales approach** to enhance customer experience.
* **Attained re-certification of ISO:2008.**
* **Restructured management team,** identifying and elevating high performing individuals in Qatar and Dubai and developing a talent pool for future use.

Nimes COnsulting:

## *Management Consultant* 2011 - 2012

*Provided consultancy and coaching services to uplift the performance of a diverse client portfolio, including organisations of all sizes. Created and led training courses for personal development, operational improvement and skills development.*

* ***Broadcast Networks:*** *Provided operations management within this broadcast systems integrator covering finance, purchasing, supply chain and account management.*
* ***i2i Consultants:*** *Delivered**Cognitive Behaviour Therapy-based life coaching to a range of clients.*
* Provided strategic guidance to various organisations seeking investment to **increase their value.**
* **Provided recruitment support,** empowering a number of organisations to reach towards their growth potential.

**VENTURE RECRUITMENT GROUP**

***Managing Director* 2005 - 2011**

*Established and grew this recruitment organisation, with a focus on the IT, commercial and finance sectors. Led business development activities, winning various key accounts.*

* **Grew the organisation from the ground up to a peak turnover of £1.5m and employing a team of 6.**
* **Built a strong reputation in the region, including recognition via an award for services to business.**

***EARLY CAREER (1984 – 2011)***

***SPRING GROUP, Northern Operations Director/ Project Implementation Director • COMPUTER PEOPLE/ADECCO, Contract Sales Manager • PLEXUS IT RECRUITMENT, Regional Sales Director • OPERA HOLDINGS, National Operations Director & L&D Director • GENUS IT, Business Development Manager • LINK ORGANISATION, General Manager • AUSTIN BENN, Branch Manager & Consultant •* REID TRAVENA LIFE ASSURANCE, *Sales Consultant* *•* TSB, *Commercial Bank Clerk***

***EDUCATION***

**Manchester Metropolitan University, AIB (Associate Institute of Bankers)**

 **BTEC Business studies diploma**