**Rob Kidd**

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**SUMMARY**

* **A capable, versatile and results-driven Senior Project and Programme Manager** with experience inhealthcare, housing, local government, charities, hospitality, food, retail, B2B and membership organisations.
* **Collaborative approach to successful transformational leadership**, engaging with stakeholders at senior management / board level, delivering technology-enabled business change.
* **Able to translate business requirements** for efficiency savings and operational improvements into tangible, realistic programme deliverables and outcomes.
* **A strategic thinker**, able to design and execute effective strategies and roadmaps for delivery.
* **Experience of driving change, business transformation and service development**, using Lean, Agile and Waterfall methods, managing complex projects and programmes to realise business benefits.

**SKILLS**

* Master of Business Administration (MBA)
* Transformative project / programme leadership
* Business planning and strategy development
* Budget management and financial control
* IT, technology and business alignment
* Best practice methods, PRINCE2, Agile and Lean
* Recruitment, coaching, training and mentoring
* Full Project Lifecycle Management, PMO
* Business process re-engineering and delivery
* Programme governance, controls and reporting
* Delivery of cost-savings of £6m+
* Jira, Confluence, Smartsheet and MS Project
* Technology evaluation, review and selection
* Business cases and benefits realisation
* Third-party vendor and supplier management
* Local and remote team management
* Stakeholder management and engagement
* Effective communication / presentation skills

**EMPLOYMENT**

**Project Manager and Technology Consultant**, Gail’s / The Bread Factory Oct 2019 – present

***Reviewing operations and implementing improved tech tools and ways of working***

* Project 1: identifying and implementing a new labour scheduling tool for 60+ sites and 800+ staff
* Project 2: reviewing customer care team operations, identifying and implementing ordering software
* Project 3: identifying and implementing new product lifecycle management (PLM) software, to support the new product development (NPD) team and process

**Associate Lecturer**, BPP University Apr 2019 – present

* Lecturer in project management on masters, bachelors and degree apprentice courses
* Module leader and assessment writer, Managing Projects BBA
* Course writer and academic lead, APM Apprenticeship

**E-Commerce Project Manager**, Pret a Manger Mar 2019 – Sep 2019

***Managing a project to consolidate and improve Pret’s websites around the world, including***:

* Migrating three global e-commerce sites to a single agency and platform (Salesforce Commerce Cloud)
* Updating front end design, incorporating updated brand guidelines and usability improvements
* Contract negotiation, supplier onboarding and contract management

**Project Manager and Technology Consultant**, New West End Company Oct 2018 – Mar 2019

***Progressing a high-profile technology project while providing strategic advice on future investments***

* Advising on the opportunities, risks and GDPR implications of proposed technology projects
* Managing a wide stakeholder group comprising landowners, brands and public sector bodies
* Making recommendations on future digital projects (district Wi-Fi, mobile apps, novel payment methods)
* Developing a project management toolkit, coaching project sponsors and providing training

**Project Manager and Technology Consultant**, Gail’s / The Bread Factory Feb 2018 – Mar 2019

***Successfully delivered two major change projects for fast-growing artisan food retailer***

* Reviewing shop operations and IT setup to identify efficiency improvements, saving £200,000 per year
* Project 1: implementing new point-of-sale, payment and inventory management systems
* Research, procurement, selection, contract negotiation, deployment and transition to business-as-usual
* Project 2: strategic review of Goods Not For Resale procurement, realising £100,000+ cost savings
* Supporting cultural change at head office and at retail sites to capitalise on new ways of working
* Supporting business case development for future strategic projects

**Digital Project Manager**, Pret a Manger Oct 2016 – Dec 2017

***Responsible for successfully delivering a major new technology project for a leading food brand***

* Successfully managed project delivery for Pret’s innovative new mobile app with a £1m+ budget
* Created new payment method and revenue stream, introducing innovative technologies
* Worked with market-leading loyalty and brand engagement, ensuring alignment with brand values
* International project leadership (contractor in Boston, project team in London, client in New York)
* Oversaw successful app launch with positive feedback from the business and 5-star App Store rating
* Consultant to Project Office in developing project management policies and best practice procedures
* Effectively made use of Jira, Confluence, Smartsheet and Slack to coordinate project activity

**Previously**

Programme Manager, Strategic Change Macmillan Cancer Support 2016

Programme Manager London Borough of Haringey 2016

Head of Projects Royal College of Surgeons 2015 – 2016

Programme Manager c2c (National Express Rail) 2015

Programme Manager – Strategic Change Affinity Sutton 2012 – 2014

Policy and Project Manager London Councils 2008 – 2012

Policy Officer Local Government Association 2006 – 2008

Bar and restaurant manager Various 2001 – 2005

For full details on these roles, please see my [LinkedIn profile](https://www.linkedin.com/in/robkiddlondon/).

**BOARD APPOINTMENTS**

**Non-executive director**, Club Soda Jan 2020 – present

* Informing strategy, shaping the business model and plan,
* Coaching the co-founders, providing objective challenge, scrutiny and advice

**Advisor / product manager**, iFynd Oct 2019 – present

* Providing advice, technical knowledge and contract management
* Coaching the founder in managing technology projects and specifying requirements

**Board advisor**, Philanthropy *Community Interest Company* Jul 2018 – present

* Writing the business plan
* Providing strategic advice on starting the business, marketing, technology and governance
* Coaching the founders in their transition from ‘employee’ to ‘owner’

**Chair**, Clock Tower Sanctuary Sep 2017 – present

* Line managing the Chief Executive
* Member of Governance & Risk subgroup; chair of strategy development subgroup
* Drafting the vision, mission, values and strategic plan 2019-21
* Advising on matters relating to corporate governance, digital marketing, LGBTI issues
* Ensuring legal and regulatory compliance

**Council member**, National Counselling Society Sep 2016 – present

* Providing independent assurance, challenge, scrutiny and advice
* Reviewing strategy and comms material and recommending improvements

**Trustee**, London Lesbian and Gay Switchboard Oct 2006 – Jan 2010

* Chaired Corporate Development Group; influenced strategic direction of the organisation
* Wrote equality and diversity strategy, ethical donations policy and corporate plan
* Active member of PR and Fundraising working group and Diversity Strategy Group
* Recruited, interviewed, trained and coached new volunteers

**PROFESSIONAL ACCREDITATION AND DEVELOPMENT**

Chartered Management Institute **Fellow**, FCMI, CMgr

Association for Project Management **Fellow**, FAPM

Higher Education Academy **Fellow**, FHEA

APMG International **PRINCE2** Foundation and Practitioner

APMG International **Agile** Project Management Foundation and Practitioner

**EDUCATION**

BPP University **Post Graduate Certificate in Learning and Teaching** (Merit)

Open University **Master of Business Administration** (MBA) (Technology Mgt) (Merit)