**David Loades**

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**Personal Profile**

I am an experienced Business Managing Director and a Consultant and Co-Founder of Digital Dragons Global Ltd a leading Digital/IT Consultancy, RPO and Talent finding specialists across both Public Sectors & Private Sectors, delivering Digital/IT Recruitment and support services. I also have a track record of successfully employing best business practices that improve efficiency reducing operating costs while increasing productivity all within timescales and within budget. I am passionate about enhancing performance by analysing existing processes and implementing effective project strategies and transformation if required, utilising my professional communicator skills which engenders trust while steering teams of paid and volunteer personnel. I have a professional attitude and the ability to be flexible and handle change in a positive manner. I am versatile highly adaptable professional and key problem solver with a proven track record as an experienced director and leader for non-profits and profitable businesses along with a reputation for setting high expectations, promoting individuals’ goals applying my leadership and professional skills to deliver quality project outcomes. As a successful professional I have helped organisations by optimising resources to achieve their core objectives through earning the confidence of key stakeholders and establishing a positive and enthusiastic culture. I have also managed complex projects creating value added programs, driving successful risk management initiatives, improving health and stability of operations, increasing organisations visibility and exceeding financial goals. I have spent a great deal of time considering and researching changes across customer needs and buying behaviour, brand positioning, business strategy and the effectiveness of innovative organisational structure, operating disciplines and delivering a portfolio of solutions and the talent and culture needed. Customers regardless of industry are faced with an unprecedented pace of change and risk of disruption, and businesses are seeing the need to modernise their environments, extract value from data, better understand their own customers, and accelerate innovation and cloud migration to increase their competitiveness, security, and agility.

**Core skills**

Project Management Change Programmes Cash Flow Management Community Group Working

Financial Governance High Level Scrutiny User Group Analysis Financial Analysis Relationship building Public Speaking Partnership Working Business Transformation

High Expectations Customer Service Corporate Governance Monitoring Risk Management and Mitigation

***Experience & CV***

**Non-Executive Director Experience**

**2012 to 2018**

**Staffordshire and Stoke-on-Trent NHS Partnership Trust.** (NED Trustee for Adult and Social Care and Mental Health Trust) Non-Executive Director with key responsibilities for Adult Social Care, Health and

Well Being, Mental Health and contract delivery working closely with the Trust as it went through difficult sustainability issues and as a result I monitored and attended Financial subgroups, Monitoring DOLLs levels and outcomes along with Care delivery Standards and developing future Sustainability for all organisational partners.

**Aspire Housing: Non-Executive Director for Housing**: Represented the County of Staffordshire as a Non-Executive director to challenge the board development and outcomes and to ensure contract compliance and financial performance standards. Worked closely with the 14-member board and working on subgroups such as Audit and Risk and Sustainability and Governance policy monitoring and development.

**North Staffordshire CCG Clinical Board Member**. Responsible for the financial costs of delivering NHS Services and Drugs and full audit and cost evaluation of core products.

*Details of other Non-Executive and Managing Director Positions and Career experiences are detailed in this document under “Professional Experience Overview”.*

**Professional Experience Overview.**

**Digital Dragons Global Ltd: 2014 – Present. Owner/Co-Founder & Managing Director;**

Digital Dragons Global Ltd: A Digital Recruitment and Digital Consultancy company offering services across Public and Private Sectors. I have owned and developed this business trading under various formats over the last 20 years and with a skilled in his field partner and fellow Co-founder transforming it into its current Digital/IT successful format in 2014--.

***70’s to Present***

**HappyCustomers Brand: 90- Present Business** **Professional/Owner**

Owner/Director of Happy customers Business Consultancy: Specialising in Mystery Video shopping and KPI reporting systems plus automotive Customer Handling Training. Part of the Holding Business Lakeland Promotions for which I was Owner and Managing Director and now known as Digital Dragons Global Ltd. My HappyCustoners brand which speaks for itself is based around my belief in quality customer service and staff positive management. This stems from a passionate approach developing good culture within companies ensuring quality staff and exceptional customer handling skills. Over the last 10 years I have developed a high interest in the NHS and Local Authority Adult Social Care and Mental Health delivering support and standards proposals across several projects with the view to developing this area of our Countries need to a sustainable working solution delivering a full package of affordable services of care and safety for all.

*My Businesses Digital Dragons Global Ltd & Happycustomers are moving forward and developing into Government based work as well as developing our client list, which has benefited from my experience in local Community Working and Politics.*

***Running my own Campaigns, I was successful and elected to the following.***

**Local Parish Council Elected member 2006 to 2011**: Various local Community working and elected Parish Council Chairman in 2010/11. Responsible for finance and delivery of local support and services.

**2011 to 2018 NULBC Elected member Newcastle Rural:**

Audit and Risk Finance Committee member.

Health & Wellbeing Scrutiny Member (Chairman)

Economic and Finance Member (Vice Chairman)

Planning Committee Member.

Employee & Member Disciplinary & Governance Committee.

Locality Action Partnership elected Chair and Founder.

Various Task and Finish as project leader.

**2013 to 2017 Elected Staffordshire County Councillor Newcastle Division**.

Adult Social Care Cabinet Support Portfolio

Health & Wellbeing Scrutiny Committee member (Chair and Vice Chair)

Planning Committee

Pension Committee

Prosperous Staffordshire finance Select Committee

Corporate Parenting Panel: Children in Care and at Risk

Guardian for several young people with Mental health issues.

Corporate Review and Healthy Staffordshire Select Committee

Economic and Growth Committee

Staffordshire Mental health Services

Staffordshire Health and wellbeing board County Representative

Staffordshire Adoption Panel

**Non-Executive Director positions appointed by Trusts and Local Councils.**

Staffordshire and Stoke-on-Trent NHS Partnership Trust. (NED for Adult and Social Care and Mental Health Trust)

Aspire Housing: Non-Executive Director for Housing.

North Staffordshire CCG Clinical Board Member.

Staffordshire Adoption Panel County Representative

Staffordshire Adult Safeguarding board County Representative

Police local Crime panel Community elected.

Governor & Patient Support: University Hospital North Midlands Trust.

LINK Health and Wellbeing Trustee Board Member

Staffordshire Healthwatch Trustee & Member.

Trustee: Loggerheads Wildlife Trust.

Founder & Chairman of LCIS a local Community Volunteer Support Health & Well Being information Hub and Library (8 Years)

***Early Years***

**DDG Investigations formally The Covert Agency 2000- Ongoing**

Expert in Corporate and business investigations, identifying areas of weakness and possible potential for illegal intentions. Fraud Investigation and Employee loyalty expert. Customer and Supplier Fraud Specialists

**Lakeland Promotions Holding Company: 90 - 2014** Managing Director

Managing Director/Owner Consultancy assisting businesses to look at Performance and Customer Management across the Automotive Industry, both Retail and Manufacturer transforming into more dynamic interacting with more complex markets needing to leave customers thrilled with the innovations and design. We ensure our clients staff have the skills to deal with change and customer expectations. Demonstrating and implementing solutions on how to overcome communication difficulties, should it be on a one to one basis or marketing and brand positioning within moving markets and increased customer awareness. New KPI's need to be reached and we offer an assessment of the current situation and provide training and innovation to make change and deliver the required outcomes and monitoring processes.

**After Sales Manager: Peter Marson’s Renault:** After Sales Manager for a small family business.

**Wolverhampton Renault/Mayfield Contract Services**: 1994-1995 Project Manager and Sales B to B Automotive finance

**Owner Director of Automotive Factor Retail Outlet:** 3 years. (Sold Business) 1994—1996

**Arlington Derby: Group After Sales Manager: 1990- 1994** Responsible for the delivery and financial sustainability of a group of retail dealerships and new developments initiatives across the country resulting in the closure of the group after a number of years as owned by the Unigate group who then were selling of assets and businesses. (over 200 staff)

**VAG UK Ltd: 1979—1991** In my early twenty’s embarked on 13 years Senior Regional and Head Office Positions for VAG Volkswagen and Audi UK then an owned subsidiary of the Lonrho group, UK importer. Various positions with unequalled business training in positions such as Aftersales Customer Service Manager, Regional After Sales Manager, Regional Technical Manager across several areas of the UK responsible for the support and contracts for over 300 dealers. Plus, other management roles as required.

Bletchley Motors: Automotive Technician and workshop Forman.