

# Charles Pollitt

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A highly competent Business Change and Relationship Manager with experience in financial leasing, digital transformations, team leadership and process re-engineering. Excellent understanding in setting out plans, resource allocation and drive to meet quality and timeframe changes. Has strong business sense and leads innovation through business process improvements. Good financial knowledge in setting and operating budgetary control for projects. Clear thinker, action focus and has a successful track record of delivering good results. Operates using a collaborative approach in working with professional groups. Comfortable communicating within the business, fully aware of working with different cultural environments and brings all stakeholders together.

## Key Skills and Competencies

- Very good skills at visualising project plans into completion timeframes
- Successful working with technical and non-technical groups and clients.
- Manages own project budgets of between £0.5m to £1.0m
- Manages Service providers and contractors: SLAs, cost control and performance review
- Project control techniques: Project Office suites
- Strong leadership capability of small teams: recruit, develop and retain
- Loves challenges, working within a team and achieving goals

## Career History

### Commercials Project Manager

**ABCD Structures Ltd**

**2015 – Present**

ABCD is a provider of financing for commercial and governmental organisations. My role as Commercials Project Manager has been to initiate and deliver a major structural business change to affect a leaner process. My key achievements have been:

- Planned, procured and trained a small team to manage a major business transformation in closing a major office in Dorset, move the operations to Birmingham and set up a new operational team in a combined customer contact centre.
- Achieved move to Birmingham within very tight budget and a 6 month timeframe targets
- Planned, organised external contractors to manage facilities (IT, furniture, securities and telephony) and re-create a new operation in Birmingham
- Organised client relationship programmes to build customer confidence: ensured that the transition did not have negative impact on any critical operational activities: successful in all aspects
- Created new relationship networks with key stakeholders in Birmingham through consultation and partnership and integration of teams and processes

### Digital Project Implementation Manager

**Freezerpack Ltd**

**2014 – 2015**

My role was to instigate the pilot of the Digital Transformation programme with Freezerpack's international colleagues in Holland, Sweden and Spain. My key achievements have been:

- Worked with the Data Partner to deliver a mobile application and portal website within 5 months.
- Managed a successful deployment of mobile app: there are now over 22,000 drivers using the tools
- Won the best innovative mobile app award at the Freezerpack International Conference LP UK
- Built strong relationships with international Board stakeholders, international project and supplier stakeholders and internal IT departments
- Created a Digital technological platform for all countries to utilise for themselves

**Strategy Manager****Dynamic Homes Ltd****2011 – 2014**

Joined the newly created Strategy team to review all DH projects and create a better strategy for completion of projects. I worked directly with both the IT and Strategy Director on an initial 3 month review, then my role was to instigate change by leading several projects from the review:

- Planned and managed discovery phase with IT management on data associated requirements
- Maintained Board update meetings to measure progress of company strategy objectives and that they were being met. This required meeting with stakeholders throughout the company to ensure financials and updates were submitted on time for quarterly review with the Board
- Initiated, created, planned and delivered Digital Transformation findings proposals to the Managing Board. Go ahead for UK digital project was given

**Asset Manager****Heating Systems Ltd****2009 – 2011**

My job was to set up a small team to assess risk in the customer portfolio across all 4 Brands. A strategic approach was taken to engage all the Brand Directors to meet the targets set. My achievements were:-

- Managed and made effective a small team to deliver contractual schedule customer updates
- Negotiated to include Portfolio Management targets into Sales team's objectives
- Developed Portfolio Management scorecards to provide performance monitoring and enable the management of each brand's progress towards target. Achieved annual improvements for consecutive years

**Earlier Career****1989-2009**

During this period, I worked as a Sales Co-ordinator for software business then joined Commvehicle UK in customer services as an Account Co-ordinator. Quite quickly, I became a team leader and then to assume full responsibility for Customer Services. I was appointed to implement the back office operation for Nissan Finance which became one the largest accounts consisting of 7,000 units in 3 years. Over the next few years, I took on the responsibility for project work in re-organisation of sales activities and improving the customer service experience for new and existing clients. During this time, I developed strong business performance awareness and the need for lean and agile processes and operations. This led to my appointment as Vehicle Asset Manager.

**Qualifications and Training**

Project Management – Hoskyns and Foundation Certificate in Prince 2

Change Management and Management course at Reading University.

Negotiating Skills

Leadership Development: Coaching, Appraisals, motivation, performance and objective setting

Financial Awareness

Recruitment, development, managing absence, discipline and Employment Law

Mary Gobar - Language of Service

IT Skills: Microsoft Word, Excel, Powerpoint and Freelance Graphics,

Fluent speaker Italian, passable French

ITEC Diploma in Anatomy Physiology and Advanced Diploma in Natural Nutrition (PDNN)

Touch for Health Applied Kinesiology and Instructor Training

Educated to GCE A Level standard with Law and Business Studies supported by 7 GCSE passes

**Personal**

My interests include alternative therapies, natural nutrition, skiing, travelling, yoga, walking and reading. I support and attend the local South Buckingham Stroke Club and organise charity events to raise funds for the club and its members.