**Paul Loughhead**

Stoke-on-Trent ST12 9EJ **|** M: 07456 808300 **|** H: 01782 350029 **|** E: paul@loughhead.co.uk [www.linkedin.com/in/paul-loughhead](http://www.linkedin.com/in/paul-loughhead)

**PROFESSIONAL PROFILE**

An accomplished Programme & Project Manager and Consultant with a progressive career spanning over 25 years mobilising, implementing and delivering complex £multi-million IT and technology solutions and changes to maximise performance and reduce costs for leading clients across diverse sectors including NHS, central government and defence. A delivery-focused professional with a consistent track record in spearheading the end to end lifecycle of projects to demanding timescales and budgets using PRINCE2 and MSP methodologies, whilst being focused on programme governance, best practice, compliance and quality assurance. An adaptable senior manager with consolidated expertise in leading, training, mobilising and coaching multi-skilled teams to achieve delivery objectives whilst establishing and maintaining effective client, senior management, vendor and stakeholder relationships.

**Selected Achievements and Contributions:**

* Directed and coordinated the successful execution of several major projects including delivering **end to end £10m facilities management mobilisation at Ipswich Hospital, a £15m multi-location local authority schools contract** and additionally initiated a project for the development of the new Papworth NHS Hospital (OCS Limited)
* Successfully **delivered a significant Home Office & Ministry of Justice project under budget** to implement a computer aided facilities management mobile working package as part of new contract and achieved budget savings of over £21k (Interserve Plc)
* **Instrumental in the fit-out and delivery of three Integrated Urgent Care mobilisations on time and under budget and additionally achieved nationally-recognised service improvements by NHS England and the Regional CCGs (Primecare Limited)**
* **Played a pivotal role in enhancing and improving regional ambulance response times for the West Midlands and East Kent, and also improved the national response KPI to above agreed standards (Primecare Limited)**
* **Spearheaded the delivery of the €4.8m Trent Urban Land & Water Improvement project (TULIP) on behalf of the European Life+ Fund after successfully negotiating and securing the bid (Environment Agency)**

**AREAS OF EXPERTISE**

* Programme/Project Management
* E2E Lifecycle Management
* PRINCE2 / MSP Methodologies
* Change / Regulatory Initiatives
* Project Governance & Strategy
* IT Systems Implementation
* Agile, Waterfall & SDLC
* Due Diligence & Best Practice
* Business Intelligence & Analysis
* Continuous Process Improvement
* Risk Management & Mitigation
* £MM Budget / Cost Management
* Team Leadership & Development
* Senior Stakeholder Engagement
* Resource Management

**CAREER HISTORY**

**MOBILISATION & IMPLEMENTATION PROJECT MANAGER (CONTRACT)**

**OCS LIMITED, UK-WIDE: FEB 2018 – MAY 2018**

**Key Accountabilities and Achievements:**

* Appointed on a short term contract with ownership for managing and delivering a portfolio of mobilisation and implementation projects across local government and NHS environments including multi-service technology projects for the NHS and multi-school facilities management contracts in line with stringent deadlines
* Managed the design and delivery of a new governance structure for a new department within OCS Global and provided critical and strategic advice and recommendations regarding regulatory obligations including GDPR

**MOBILISATION & IMPLEMENTATION PROJECT MANAGER (CONTRACT)**

**INTERSERVE PLC, UK-WIDE: AUG 2017 – DEC 2017**

**Key Accountabilities and Achievements:**

* Accountable for overseeing and coordinating a portfolio of mobilisation and implementation projects across the government and defence departments for the Home office, MOD & Ministry of Justice, through leading the full end to end lifecycle including project planning and scoping
* Conceptualised and introduced a national mobilisation and implementation strategy for central government and defence contract which was subsequently adopted as the standard across the Interserve Plc organisation
* Provided effective leadership and direction to a team of highly-skilled developers and testers to facilitate successful delivery

**NATIONAL PROJECT MANAGER (CONTRACT)**

**PRIMECARE LIMITED (ALLIED MEDICARE GROUP, NHS), UK-WIDE: SEP 2016 – AUG 2017**

**Key Accountabilities and Achievements:**

* Took ownership for a portfolio of NHS projects as part of the National Integrated Urgent Care Scheme including two of the UK’s largest Out of Hours and 111 Hub mobilisations
* Worked in close collaboration with regional and national Clinical Commissioners and NHS England to ensure successful delivery of projects in line with stringent timelines, budgets, regulatory obligations and quality standards
* Completed Category A and B Fit-outs of Urgent Care call centre buildings in Canterbury, Birmingham and Cardiff for the NHS Integrated Urgent Care Scheme

**INTERIM PROJECT MANAGER (CONTRACT)**

**HER MAJESTY’S REVENUE & CUSTOMS (HMRC), TELFORD: APR 2016 – AUG 2016**

**Key Accountabilities and Achievements:**

* Appointed on a short term contract with accountability for managing and monitoring a portfolio of digital projects as part of the Warm Support scheme ensuring delivery is aligned with organisational objectives and timelines
* Played a pivotal role in executing a VAT prevent project within the enterprise data hub space whilst also executing the ‘Income from Property’ project which involved working with EDH and mainframe interfaces
* Coordinated and delivered several physical server decommissioning projects in collaboration with Fujitsu partners

**PROJECT MANAGER (CONTRACT)**

**NOTTINGHAMSHIRE HEALTHCARE NHS FOUNDATION TRUST, NOTTINGHAM / DERBY: SEP 2015 – APR 2016**

**Key Accountabilities and Achievements:**

* Tasked with managing and coordinating the delivery of a digital track and trace solution to facilitate effective pathology specimen delivery and collection ensuring alignment with client objectives, timelines and budgets
* Developed and implemented a system to effectively align delivery and records tracking software systems to enhance efficiency
* Spearheaded the design, development and introduction of a client database and feedback portal

**INTERIM PROJECT MANAGER (CONTRACT)**

**ROLLING SOLUTIONS LIMITED, STAFFORDSHIRE / CHESHIRE: OCT 2014 – AUG 2015**

**Key Accountabilities and Achievements:**

* Oversaw and directed multiple functions as part of the company’s expansion process to achieve long term growth with ownership for developing and implementing new server and IT infrastructure to optimise system performance
* Instrumental in the acquisition, site selection and construction planning process for the company’s new RSL depot
* Conceptualised, developed and launched an innovative online training and development resource to educate end users

**PROJECT MANAGER | TRAINER & ENVIRONMENT PLANNING SPECIALIST (CONTRACT)**

**ENVIRONMENT AGENCY, CENTRAL AREA, LICHFIELD: NOV 2012 – OCT 2014**

**Key Accountabilities and Achievements:**

* **Primarily accountable for leading and coordinating the strategic direction and delivery of multiple core projects**
* **Delivered effective leadership, training and mentoring to Environment Agency staff in the Midlands region**
* **Played a key role in coordinating and supporting a major £7.4m Central Environment Investment programme encompassing 32 individual projects and programmes across multiple disciplines**

**EARLY CAREER SUMMARY**

* FREELANCE PROJECT MANAGER: JUL 2007 – AUG 2012
* COMMERCIAL DIRECTOR: JAN 2005 – JUL 2007
* MANAGING DIRECTOR: APR 2001 – JAN 2005
* NATIONAL IT PROJECT MANAGER: JAN 1996 – APR 2001
* IT MANAGER: 1990 – 1996
* HM ARMED FORCES: PRE-1990

**ACADEMIC CREDENTIALS AND PROFESSIONAL CERTIFICATIONS**

* BSc in User Support Systems: Staffordshire University
* DipHE: Staffordshire University
* TEC – Science Levels 1, 2 & 3
* City & Guilds Basic Engineering
* PGCE Secondary Education
* Managing Successful Programmes – MSP
* PRINCE2 Practitioner
* MCSE and MOUS

**TECHNICAL EXPERTISE**

CCNA 1 & CCNA 2 (Cisco Systems | Microsoft Certified Service Engineer – MCSE | Microsoft Officer User Specialist – MOUS | Windows NT, 2000, XP, Vista & 7 | Windows 2000, 2003 & 2008 Server | Network Essentials