

Philip Williams

BA (Hons) FIET CEng CITP FBCS

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PROFILE

Philip is an experienced and successful General Manager with an extensive background managing and motivating teams to achieve business goals. He is also adept at providing detailed technical assistance to companies and individuals. Philip has extensive experience in assisting employees in disputes with their employers. Philip is fortunate to live in the beautiful Broads National Park just outside Norwich

KEY SKILLS

- Assisting senior managers in disputes with their employers
- Designing and implementing dynamic web sites
- Leading and motivating operational teams
- Building high performing teams, including training and development
- Establishing and improving customer focus
- Developing and implementing ICT strategies
- Successfully managing significant change programmes
- Developing and negotiating service level agreements
- Bringing order, control, and measurement to operational teams
- Coaching and mentoring in diverse situations
- Innovating — Quantifying — Orchestrating
- Negotiating with both Trade Unions & employers

CAREER HISTORY

OWNER & PRINCIPAL CONSULTANT: PW CONSULTANTS (2004 TO DATE)

Since leaving BT in 2004 I have managed a portfolio of business activities as PW Consultants including:

- Accompanying senior managers when they are required to attend discipline, grievance, or redundancy hearings as part of Slater & Gordon's *executive reps* service — (www.slatergordon.co.uk/employment-law/executive-reps-service/).
- As an internal assessor for [David Stone Associates](http://www.davidstoneassociates.com) assessing students' written work as part of ILM accredited leadership qualifications.
- Providing e-mail and web presence for small companies (e.g. www.SerenityCareEastAnglia.co.uk, www.BigburyOnSea.co.uk, www.burghislandcauseway.com, www.MickHanbury.com) along with providing general business & ICT consultancy to local small and medium sized business.
- Carrying out site surveys for potential wind turbine installations on behalf of Green Generation (www.green-generation.co.uk) including design and installation of domestic island grid systems.

OWNER & CHIEF EXECUTIVE TECHNICAL ADVISORS COMPANY (UK) LIMITED (2004 TO DATE)

In this role, I have provided a large dynamic community website for a development in Cardiff — <http://adventurersquay.com/>.

IT PROGRAMME DIRECTOR: BT BUSINESS (MARCH 2004 — JUNE 2004)

- Led, for BT Business, the BT Group wide "my customer promise" change programme
- Managed a virtual team to deliver a key business change programme

Philip Williams CV (continued)

BT Business was the division within BT Retail dedicated to serving the IT & communications needs of small, and medium sized businesses in the UK. At the time, BT Business generated over £2.5 billion revenue for the BT Group. Following my successful management of the move of my former duties to a new shared-service organisation, I was asked by the BT Business Managing Director to lead a major change programme aimed at making a step change in the customer focus of the business. The virtual team that I led delivered the process and cultural changes necessary to support the launch of the advertising campaign.

HEAD OF SYSTEMS: BT BUSINESS (NOVEMBER 2003 — MARCH 2004)

- Managed the systems development spend for BT Business (~£15m)
- Supported the creation of a shared service IT organisation
- Negotiated robust and fit-for-purpose service level agreements

This was a new post created to improve control over the development spend for BT Business and optimise the organisation and coordination of systems development work in order to get the most business benefit from a limited budget. This project transformed the way in which IT systems development was carried out for BT business — including cessation of my role.

EDEN PROJECT ACTING ICT DIRECTOR (NOVEMBER 2002 — NOVEMBER 2003)

- Developed and implemented an IT strategy for the Eden Project
- Set up customer focused helpdesk and instituted performance measures
- Reduced telephony spend by over £150,000 per year
- Managed implementation and development of a state of the art VoIP system

The Eden Project, a small business with a turnover of £25 million runs a unique and very successful visitor centre in Cornwall. They originally planned for 500,000 visitors a year, had 2 million in their first year, and maintained that in subsequent years. The Eden Project is more than just a visitor attraction they also aim to assist in the regeneration of Cornwall and raise awareness of environmental issues. I was seconded to the Eden Project at the request of the BT Business Managing Director to work with the Eden Project Executive Directors to develop and implement an appropriate ICT strategy. Initially the secondment was for 6 months but was extended to a year because of the success I achieved.

GENERAL MANAGER DATA & DESKTOP SERVICES (2000 — 2002)

- Led and managed a large IT Support team (in excess of 900 people)
- Managed budgets in excess of £150M per year
- Managed the transfer of over 340 people from BT to Computacenter under TUPE regulations
- Negotiated with the trade unions successfully to avoid 13 references to the industrial tribunal
- Met all targets — performance, manpower, financial and revenue and generated £7m in external revenue for BT
- Introduced Event Driven Customer Satisfaction Measures to the whole of the operation
- Negotiated business wide service level agreements

I was promoted because of my success as a Regional Manager to this national post. Data and Desktop Services was a large operational unit of over 900 people (technical and managerial) and had responsibility for providing support (install and repair) for the in-building elements of all of BT's IT infrastructure and desktop estate — some 125,000 customers. I reorganised the unit out of existence when the field installation and repair part of the unit was outsourced to Computacenter in March 2002. It was a very turbulent time for the team but with my skilful leadership, the performance of the team in satisfying customer demands improved steadily despite the hostility of the workforce to the outsourcing of their jobs.

SOUTHERN REGIONAL MANAGER FOR DATA & DESKTOP SERVICES (1994 — 2000):

- Managed the successful amalgamation of three disparate helpdesks into one
- Improved helpdesk on-line clear performance from 50% to 90%
- Specified and developed a state of the art trouble ticketing system (Remedy)
- Managed a major transformation removing two levels of management
- Achieved a 48% reduction in temporary staff, saving £2.1 million a year
- Phased out completely the endemic management overtime payments
- Developed and implemented a web-based event driven customer satisfaction measurement system
- Increased customer satisfaction with the services provided from 75% to over 95%.

EARLIER POSITIONS

Computer & Network Support and Management (1990 — 1994): Software Systems Development and Management (1981 – 1990): Artificial Intelligence research (character recognition) (1974 — 1981): BT Canterbury Telephone Area Engineering apprenticeship and various telecoms engineering jobs (1966 — 1974).

QUALIFICATIONS

Chartered Information Technology Professional	2008
Fellow of Institution of Engineering & Technology (IET formerly IEE)	2008
Chartered Engineer	2006
Diploma in NLP	July 2006
OCN Level 2 (6 Credits) in Mentoring	2005
Fellow of the British Computer Society	2005
Member of the Institution of Electrical Engineers (IEE)	1970
BA (Honours) in Computer & Communication Engineering — University of Essex	1970 — 73
Telecom Technicians Part II Certificate — City & Guilds of London Institute	1967 — 69

INTERESTS

Having left BT with an attractive voluntary redundancy package in 2004 I managed the £120K refurbishment of our isolated and off-grid 200-year-old house (www.NR133QD.co.uk) including installing a medium sized wind turbine and solar panels. That renewable energy source provides over 80% of the power needs of the house.

I enjoy walking and photography (www.PhilipWilliams.Photography). I keep up with technology and have a great interest in the internet (my team put in BT's very first internet connection in the 80s) and web technology. In 2000, I served as a Parish Councillor for Mellis village in Suffolk. I like to help others and have represented people who have had issues at work, both in BT and in other companies.

VOLUNTARY ACTIVITIES

In 2005, I was a volunteer mentor as part of the government's new deal scheme for young people out of work for more than 6 months. Since 2006, I have acted as a mentor for young people seeking to gain chartered engineer status in the IET. Subsequently I became a professional registration advisor and an assessor of applications for professional registration. Since 2010, I have been an assessor of applications for Fellowship of the IET.

In 2009, I joined the Benenden East Anglian Branch Committee and was elected as deputy chair in 2011. I was elected as chair in 2012, 2013 & 2014. Since then I have served on the committee.

Whilst building a very successful career in BT I was also active in the national independent trade union for managers in BT (SPOE then STE, then Connect, now Prospect C&D sector). I held various senior positions including: **Research Branch Secretary** (1979—1982), **National Executive Council member** (1982—1990), Chair of a standing committee of the council (1984—1990), **Trustee of the Union** (1986—1991), **Research Senior Branch Treasurer** (1990—1999), **Senior Managers Branch Chair** (1999—2004), General branch committee member (2004—2007), **London Central Branch Chair** (2007—to date). I designed and implemented a website for the C&D London branches (www.GLCoord.com).

In those Union positions, I dealt with negotiations on the discipline code and handled personal cases for members including discipline, grievance, harassment, discrimination and so on. As chair of the responsible committee of Council in the 1980's I led the negotiations with the company on the appraisal system and the discipline code. We also had discussions with ACAS on their discipline code guidance. During that time, I tutored branch organisation, handling discipline cases, and negotiating skills for union activists. I continue to tutor courses for union activists.

I support and assist applicants for professional registration with the IET as well as assessing candidates' applications for Chartered Engineer, Incorporated Engineer, Engineering Technician, & Fellow.

References Available on Request