

# Delwyn Goodchild TechIOSH AIIRSM AMIFPO CTSP MSyI

8 5 G R E A T P O R T L A N D S T R E E T L O N D O N W 1 W 7 L T

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I have a credible 30 years' experience in the electronic security industry, a passion for quality customer excellence with the ability to relate to all levels of a business from Engineering, Technical, Sales, through to Board level. My Credit in the NEBOSH National General Certificate in Occupational Safety & Health, along with NEBOSH Fire Safety & Risk Management, added to many years' experience in all aspects of a working environment, puts me ideally placed to ensure the safety of your employees, whilst increasing productivity, profitability and performance in all areas of the business. I am also a certified GDPR practitioner (GDPR P), able to assist with all areas of Data Protection implementation and Compliance and a certified ISO27001 Lead Implementer (CIS L).

## KEY SKILLS

- Varied sales experience from end users of small systems through to product demonstration up to board level and negotiation of national contracts.
- Interpersonal skills & direct sales experience of single transaction through to relationship building & account management of large corporate accounts.
- Direct presentation skills with the ability to give enthusiastic & motivational presentations to audiences ranging from 1 to 250.
- Methodical & logical planning & implementation of strategies & systems to achieve specific targets.
- The ability to work alongside, manage & motivate personnel of differing backgrounds & abilities.
- Target setting, assessment & achievement.
- Direct personnel management & team building.
- Technical authoring.
- Management Systems authoring, audit and implementation.
- Excellent Understanding of ISO9001, ISO14001, ISO27001, ISO45001, SSQS101, FSQS121, ESQS122, EASQS207, BAFE SP201, SP203-1, SP203-4, SP205, SP207, NACOSS & SSAIB Codes of Practice, BS5839 Part 1, BS4737 Part 3, BS8243, PD6662, BS8473, NCP104, NCP109, DD CLC TS50131-7 etc.
- Process and procedure auditing.
- Technical auditing.
- FIA Training Completed Units 1,2,3,4,5,6 & 9. NICEIC BS5839-1, BS5839-6 & BS5266.
- Qualifications and Memberships – NEEBOSH General National Certificate in Health & Safety, NEBOSH Fire Safety & Risk Management, ONC in Electronic Engineering, 5 O Levels & 1 CSE. Technical Member of the Institute of Occupational Safety & Health (TechIOSH). Associate of the International Institute of Risk and Safety Management (AIIRSM), Associate member of the Institute of Fire Protection Officers (AMIFPO), Certified Technical Security Professional (CTSP), Member of the Security Institute, Member of the Guild of Security Professionals, Certified GDPR Practitioner (GDPR P). ISO27001 Lead Implementer (CIS L).

## May 2017 – Present – Hue Imbued Consultancy Limited

### Managing Director

- Launched in 2017, Hi Consultancy offers help, advise and support to various business with their Health & Safety, Quality, Environmental, Information Security and GDPR compliance.
- With over 30 years' experience in the Fire, Security and Electrical industries, ideally based to support NSI and SSAIB accreditations working with SME business who strive to achieve the highest standards of customer service and quality.
- Offering support on all aspects of ISO9001, ISO14001, ISO27001 and ISO45001 implementation and compliance.
- Competent to carry out Fire Risk Assessments, as required under the Regulatory Reform (Fire Safety) Order.
- Able to offer support in all areas of your business and can support Change Management programmes, with Restructuring, Recruitment, HR issues and staff retention initiatives.
- Providing support for SME businesses to gain valuable Health & Safety accreditation such as Chas, Safecontractor, Altius, Eurosafe, Avetta, Achillies and Constructionline, which will give your clients confidence that you take H&S matters seriously. These will help you gain more business, for remarkably small investment.
- Full auditing of Policies, procedures and relevant Codes of Practice, along with technical and process authoring.
- Certified GDPR Practitioner (GDPR P) to assist companies with their GDPR implementation and audit to ensure compliance.
- Certified Technical Security Professional giving my clients the confidence to know that have been assessed to ensure my knowledge in the Fire & Security Industry.
- Certified ISO27001 Lead Implementer (CIS L).

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## **April 2016 – May 2017 – Amberstone Technology Limited**

### **Head of Service & Compliance**

- Responsible for and management of through direct reports, the entire Service delivery of a £20M business., throughout the UK, ROI and Europe.
- Responsible for the Technical Support Team, offering remote diagnostics and assistance to Field Based Engineers and Clients.
- Responsible for the Pre-Build Team based in Mansfield. This team pre-build and configure all IP CCTV systems prior to being shipped to site for installation and commissioning.
- Responsible for and management of through direct reports, the Electronic Article Surveillance (EAS) team. Carrying out installation and maintenance of tagging, intelishelf and fitting room systems.
- Chair weekly team “ROARs” with all direct line report teams.
- Overall responsibility for the HR business function. Including all disciplinary, grievance, appraisal and training matters.
- Systems Qualification Manager, Systems Performance Manager, QMS Management, Audit and managing the QMS transition to ISO9001: 2015. Updating all accreditations, SSIP, Altius, Safecontractor, Chas, Constructionline etc.
- Competent person under Regulation 7 of the Management of Health and Safety Regulations 1999, responsible for all areas of Health, Safety and Wellbeing within the organisation.
- Remapped all processes from sales to install, through to ongoing maintenance and support, changing and updating the business process maps and QMS accordingly.

### **Head of Quality, Health & Safety**

- Overall responsibility for the HR business function. Including all disciplinary, grievance, appraisal and training matters.
- Systems Qualification Manager, Systems Performance Manager, QMS Management, Audit and managing the transition to ISO9001: 2015.
- Competent person under Regulation 7 of the Management of Health and Safety Regulations 1999, responsible for all areas of Health, Safety and Wellbeing within the organisation.
- Played a pivotal role in a complete business restructure from the ground up. Identified waste within the business employing “Lean” principles to streamline the administrative and operational functions.

## **January 2015 – April 2016 – FULLSTOP FIRE & SECURITY**

### **General Manager**

- Responsible for all aspects of running and the performance of the business.
- Development and Implementation of the updated QM System.
- Product and Procedural audits.
- I had overall responsibility for HR and H&S which I deliver through the Administration team, including recruitment, staff disciplinary issues, on-boarding and exit procedures.
- For the Performance aspect of my role, reporting directly to the joint Managing Directors, I have direct reports encompassing all aspects of the business; Administration, Projects, Installations, PPMs, Service & Technical and Fire & Intruder Departments.
- I was responsible for the performance of all areas of the business chairing monthly management meetings, reporting to the Board of Directors.
- I carry out staff appraisals at all levels and organise and maintain, through delegation, staff training records and the ongoing assessment and development of all team members.
- Budgetary and financial responsibility for the entire business.
- I took the business from £2M to 2.5M turnover and increased the profitability dramatically by organic growth, sales support and introducing “Lean” principles. Undertook complete business restructure resulting in increased profitability.

## January 2012 – December 2014 - CUSTOM SECURITY SOLUTIONS LTD

### Performance & Compliance Manager

- For the Compliance aspect of my role I have overall responsibility for the implementation and ongoing administration of our ISO9001 Quality Management System, EN14001 Environmental Policies and all aspects of our various other accreditations including NSI Nacoss Gold, Constructionline, Chas, Safecontractor, PICS, Achilles Building Confidence.
- Development and Implementation of the updated QM System.
- Product and Procedural audits.
- I have overall responsibility for HR and H&S which I deliver through the Administration team, including recruitment, staff disciplinary issues and exit procedures.
- For the Performance aspect of my role, reporting directly to the joint Managing Directors, I have direct reports encompassing all aspects of the business; Administration, Projects, Installations, PPMs, Service & Technical and Fire & Intruder Departments.
- I am responsible for the performance of all departments chairing weekly progress meetings and monthly management meetings, reporting to the Board of Directors.
- I carry out staff appraisals at all levels and organise and maintain, through delegation, staff training records and the ongoing assessment and development of all team members.

### Head of Fire & Intruder / Operations Manager

- Created and implemented policies and procedures to enable successful self delivery of a Fire & Intruder Department within 3 months of concept.
- Built a team of engineers, supervisors and administrative support to service the demanding needs of our prestigious clients.
- Developed relationships with suppliers, ARC & Police forces to enable us to be competitive in a tight market.
- Created and implemented procedures & policies for installation, PPM & corrective maintenance, to ensure we surpass the requirements of our NSI Nacoss gold compliance.
- Developed the existing quality system to include Fire & Intruder systems. Define and implement the requirements of SSQS101, FSQS121 & ESQS122 to ensure that the business as a whole complies with industry legislation.
- Completion of the process to enable NSI Fire gold accreditation application.
- CPI & KPI reporting for false alarm management, 4hr & 8hr response, PPM performance & corrective maintenance requests and small works scheduling.
- Delivery of the takeover, ARC transfer and integration of existing systems from the previous sub-contract company, to ensure seamless service delivery to the client.
- Account management of key Fire & Intruder accounts developing further revenue streams and introducing CCTV & access control.
- Achieved personal sales of £250,000 in first calendar year, whilst not diluting the delivery of the new department.
- Sales support for quotation of installation, takeover & maintenance of all Fire & Intruder bids and tenders.
- As operations manager, managing the service delivery across CCTV, access control, Fire & Intruder systems including management of the service desk, PPM and small works teams.
- Designated Systems Performance Manager, Nominated Designer and Fire Qualification Manager.
- Creation and implementation of the internal process and product audit plans.

## April 2010 – December 2011 - VSG SYSTEMS

### National Account Manager

- Developing new & existing business opportunities.
- Growing and building upon existing accounts to maximize sales and service delivery
- Turning around and retaining major accounts at risk
- Account building & development of relationships with contractors, specifiers & end users.
- Direct sales, marketing and cold calling to increase sales
- Achieved Sales of £2.2M against a target of £1.6M
- 3 month secondment to operations to provide a report and feedback on necessary improvements in service delivery. Key points of which were implemented.

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## **June 2009 – April 2010 - ADVANCE SECURITY LTD**

### **Business Development Manager**

- Developing new & existing business opportunities.
- Development of new & existing customers. Ranging from first enquiry through to installation & beyond.
- Negotiation with suppliers to agree products, terms & supply.
- Account building & development of relationships with contractors, specifiers & end users.
- Direct marketing input & raising of the company profile.
- Evaluation of new & existing products, for reliability & market potential.
- Network building and managing of social networking streams.

## **March 2001 – May 2009 - DENT SECURITY SYSTEMS LTD**

### **Director (Previously General Manager)**

- My role was as one of three directors in a medium sized electronic security company.
- Development & direct management of administration, accounts, engineering & sales staff.
- Achieving agreed targets in terms of turnover & profitability.
- Staff assessment & implementation of training programmes to aid in staff personal development.
- Managing a budget to maximize RIO & increase sales.
- Integration of new revenue streams including fire systems installation & maintenance.
- Planning & implementing the transition over to ISO9001:2000.
- Quality manager involving internal & external audits to insure compliance with European technical standards & compliance with our ISO quality system.
- Nacoss technical & quality audits.
- I achieved growth in turnover by 100% without additional investment and managed an increase in profit by 1000% within the same time period.
- Annual personal sales of >£250,000 with a conversion rate of 66.2%.

### **(Unpaid Along Side Above Dent Role) March 2005 – June 2007 BNI East Anglia – Assistant Director**

- My role involved networking with SME type businesses throughout East Anglia.
- Seeing chapters through from first concept to launch at 20+ members.
- Support of existing chapters & managing their growth to 40 members.
- Dealing with conflicts between members.
- Training leadership teams to run effective chapters that produce high numbers of good quality referrals for their members.
- Training of members at individual & group level on how to gain the most from their membership.

### **Business Development Manager**

- Developing new & existing business opportunities.
- Development of new & existing customers. Ranging from first enquiry through to installation & beyond.
- Negotiation with suppliers to agree products, terms & supply.
- Account building & development of relationships with contractors, specifiers & end users.
- Direct marketing input & raising of the company profile.
- Evaluation of new & existing products, for reliability & market potential.
- Audit of specification technical accuracy & installation quality.

## **July 1999 – February 2001 - INITIAL SECURITY (Formerly SHORROCK SECURITY)**

### **National Accounts Development**

- Management of key accounts, including Argos, Safeways, HMV & John Lewis.
- Development of new & existing customers. Ranging from first enquiry through to sole supplier status.
- Direct sales & presentation to board level.
- Management of installations through liaison with a network of 37 individually managed branches.
- Evaluation of new & existing products, for reliability & market potential.
- Audit of specification technical accuracy & installation quality.

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## **EARLY CAREER**

### **April 1997 – July 1999 - INITIAL SHORROCK SECURITY (Formerly SHORROCK SECURITY)**

National Accounts Engineer – Technical sales support for the ten national account managers based throughout the UK.

### **November 1994 – April 1997 - SHORROCK SECURITY**

Eastern Regional Engineer- responsible for engineering standards of over 100 engineers across seven branches in East Anglia and North London.

### **August 1990 – October 1994 - SHORROCK SECURITY**

Service Engineer (Cambridge Branch).

### **November 1989 – May 1990 - IMROV (UK) LTD**

Base Service Engineer and ROV Pilot - set up, testing, launch, operation & recovery of remote operated vehicles from platforms in the North Sea, working from a base in Great Yarmouth.

### **1988 –1989 - GUARDFORCE SECURITY**

Installation Engineer - installation & maintenance of domestic & small commercial Intruder Alarms.

### **1985 – 1988 - CAMBRIDGE INSTRUMENTS APPRENTICESHIP**

Successful completion of a 3 year apprenticeship in Electronic Engineering.

## **OUTSIDE OF WORK**

- Football referee with 18 years' experience of managing youth and adults in high pressure situations.
- National award-winning Event and Lifestyle photographer.