

Mark Williams

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Works with stakeholders to develop strategies that drive business growth and profitability. Achieves financial and operational compliance. An energising coach to management and teams, focusses them on continuous improvement. Adopts a methodical, customer-focused approach and a strong drive to see things through to completion.

Key Skills

Strategic thinking:

- Translates corporate objectives into programme deliverables and actions.
- Conducted a review for Washington Inventory Services. Secured approval to develop an engagement, behavioural, training and monitoring program, to improve employee retention and performance. This resulted in a 70% improvement in employee retention and 50% improvement in productivity.
- Created new revenue, debt, margin, profit and KPI performance measurement tools for Cash Converters UK. Cascaded throughout the organisation. This resulted in more affordable loans being offered to customers, leading to a reduction of 25% in defaults and debt, improved revenue by £500k.

Client relationship:

- Influences and builds strong relationships internally and externally.
- Identified & Involved high performing employees in design and cascade of employee workshops for DFC financial Services, covering behaviours and skills. This led to a significant improvement in employee performance, resulting in a 40% reduction in customer complaints.
- Won agreement from all stakeholders, to implement a consistent set of company working practices and behaviours for Cash Converters UK. This resulted in a increase in compliance from Franchisees.
- Instigated and chaired a cross function working group within Dairy Crest Ltd, covering purchasing manufacturing , transport, distribution and customer facing operations, to understand and improve company wide operations. This led to a 50% improvement in service level agreement performance levels and a 20% reduction in customer complaints.

Leader and people development:

- Builds customer focussed high performing teams.
- Mentors management to develop organisational ability and succession plans.
- Developed existing and new management capability to sustain district and company succession plans for DFC financial services. This resulted in several internal management promotions.
- Achieved company leading ratings for employee and franchise engagement with Dairy Crest.
- Member of steering group that attained accreditation in Investors in People (IIP) for Dairy Crest.

Organisational change and communication:

- Clear communicator and driver of change and shared objectives.
- Creates a culture of continued improvement.
- Understands key project methodologies.
- Supported the integration of the two largest independent petrol forecourt operators in the UK.
- Pioneered roadshows to improve engagement, share company goals and performance for Dairy Crest.
- Ensured new FCA regulations were cascaded, embedded and maintained for DFC financial Services.

Technical:

- Certificate of Professional Competence.
- I.O.S.H & H&S accredited : Personal Licence : Safety Passport Alliance (SPA)
- Continuous self-development of personal skills and knowledge.
- Remains up to date with business principles and practices.

Financial planning:

- Full profit & loss, forecasting and budget management.
- Revenue, sales, profit development and delivery.
- Audit implementation and maintenance.
- FCA & GDPR compliance.