

Curriculum Vitae

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Work History

Impact Interventions Ltd: November 2001 to date

Impact Interventions limited was formed in November 2001 to provide training and compliance support for the financial services industry. Examples of recent contracts include:

Training design and delivery

- Training needs analysis for a national banking institution to establish knowledge and skill requirements for the successful implementation of fundamental changes to the sales and administration systems.
- Mortgage and Financial Planning Point of Sale training on behalf of a software producer for their clients including major banks and building societies. This included both the technical and skills requirements and also involved running “train the trainer” on behalf of the software firm.
- Design and delivery training on behalf of a consumer lending trade association of complaints handling courses for their members, specifically including sales standards that need to be met on advised general insurance sales.
- Development and delivery of a regulated complaints handling workshop for senior managers of a national company with over 20 million insurance and/or consumer credit customers.
- Design and delivery of annuity training for an insurance company entering the enhanced annuity market. Staff of all levels from back office and admin staff to newly recruited broker consultants without industry experience were covered. This was followed by ongoing training to maintain knowledge and skills
- Design and delivery of workshops covering various aspects of customer service and compliance for a sub-prime motor lender
- Design and delivery of compliance related training on such matters as TCF and Supervising in a Regulated Environment for staff at all levels.
- Delivery of a CML accredited Mortgage Supervision course both as an open course and “in-house.”

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- Design of generic e-learning modules forming part of an on-line resource for Bank employees worldwide.
- Design of and delivery of induction training for consultants joining a debt solutions firm covering company values, insolvency options, fact finding, sales and administration.

Compliance Related

- Past business review for a specialist sub-prime mortgage broker following an FSA fine, to establish historic liability and compensation for clients who may have been mis-advised. This required sign off of acceptability for the project by the FSA prior to commencement.
- File review as a general independent safeguard for adviser firms.
- Field observation and coaching of mortgage advisers to meet training and competence requirements.
- Design and implementation of a Training and Competence Scheme for a London market insurer.
- Review and compliance sign-off of marketing literature and policy documentation against regulatory standards

Prudential: November 1987 to December 2001

My career with Prudential included financial services sales and sales management, then developed through a number of stages including T&C management, training consultancy and project management.

Major roles included design and delivery of soft skills and technical training (both financial services specific and IT), analysis of audit recovery needs leading to training recommendations and validation, business review, recruitment and selection, training and coaching for line management at different levels, design and implementation of national projects.

Carter Wilkes and Fane: Reinsurance Brokers: 1983 to 1987

As well as running a team of reinsurance accounts staff, I acted as technical specialist in certain types of reinsurance contract with primary responsibility for particular important client accounts. Additionally, the role included recruitment and training for new entrants.

CNA Reinsurance of London Ltd: Underwriters: 1979 to 1983

Began with general processing of technical accounts and continued through various job roles in both the back office and the underwriting room.

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Personal

Married for 26 years.

Full driving licence

8 'O' levels, 2 'A' levels, FPC, CeMAP and CeRGI held along with passes for various internal IT qualifications and a Business Coaching Accreditation from the Institute of Leadership Management