



Services

A provider of **consultancy and interim management** with specialist knowledge and experience in ...

Governance and Internal Controls: Knowledge of issues and application in various environments

Business Planning and Performance Monitoring: Producing realistic strategic and business plans with meaningful targets and ensuring integrity of related systems and performance monitoring

Identify needs and utilise aspects of a wide range of business tools and specialist knowledge so as to enable an organisation's **Change Management** to deliver effective and sustainable improvements

Programme and Project Management: Planning, delivery and monitoring programmes and projects using techniques from a variety of recognised methodologies.

Leadership and Management: Firm but fair management, specialising in Directorate/Team transition

Management Systems and tools: Technical knowledge and experience of: Business Process Re-Engineering; Quality Management Systems (ISO9001); Information Security Management Systems (ISO27001); Investor in People (IiP); Business Excellence Model; Disability 'two ticks' framework; service level agreements; performance management;

Typically called on to ...

- Replace key members of staff who have departed unexpectedly
- Spearhead change and culture management
- Ensure effective programme and project management. Planning, delivering and managing key projects
- Deliver sustainable improvements in changing environment
- Take control of new divisions, products/services and businesses
- Deliver team/directorate turnaround and restructuring
- Provide a safe stop gap whilst wider implications/decisions are considered
- Maternity/paternity cover for director and manager level
- Flexible, short term resource

Why not Contact Kinsnall to see what the options are?

Rates vary by nature, length and location of assignment.

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Governance and Internal Controls

- **HMCPsi:** Improved Internal Audit rating from 'critical risks continue to materialise' to 'significant risks do not materialise' in 3 months and then, to quote the auditors "turned the outfit around" to 'a sound system of risk management (control) exists'.
 - **IT Governance Limited:** Co-author of an IT Governance book which is now in its 3rd edition and for some years the Open University's post graduate information security course text book
 - **Intersped UK Ltd:** Advised on Director duties, governance requirements and staffing issues
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Business Planning

- **HMCPsi:** Introduced structured budget planning and financial systems with appropriate linkages between planning and finance. Introduced cost-recovery invoicing arrangements to bill clients for work undertaken
 - **HMCPsi:** Introduced outcome based goals and objectives with clear Key Performance Indicators and responsibilities.
 - **Focus Central London:** Developed plans for new Directorates, integrating plans and performance monitoring arrangements into corporate structure
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Change Management

- **HMCPsi:** Introduced new working arrangements enabling support, publication and communication of new 'overall performance assessment' inspections
 - **HMCPsi:** Developed and introduced proactive data mining delivering significant efficiencies on demand for inspector resources and burden on the inspected
 - **Focus Central London:** Project manager of Business Process Reengineering project, redesigning client-orientated processes and utilising e-solutions, which:
 - Yielded over £1m. annualised benefit;
 - Developed a division that was later sold to a trade buyer for £1.1m
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Programme and Project Management

- **HMCPsi:** Managed series of projects to meet Government initiatives many resulting in recognition as exemplar of good practice, including: EFQM 'Excellence Model' self-assessment; Race Equality and Freedom of Information Publication Schemes; design and launch of corporate website. All were delivered on time and within budget
- **Insight Consulting:** Project management advice on large project for National Probation Service, integrating project risk and communications strategies in to plan
- **London Underground:** Implemented e-solutions to improve efficiencies of JLE extension project as QA Manager
- **Focus Central London:** Handling failing projects including CRM and document management system software implementations. Either turned around to deliver, or swiftly identified unlikely to achieve objectives and shutdown appropriately

Leadership and Directorate/Team transition

- **HMCPsi:** Coordinated move to a single Business Support Group. Effected transition of roles from Inspection Support Group, Corporate Services Group and two inspection delivery groups, improving management information and customer service/quality. Provided clear leadership and direction throughout transition, ensuring continued delivery of critical support services
 - **Focus Central London:** Delivered mid and year-end performance targets on income and number of recognitions against background of Company closure and handover to superseding organisations through management of contracts with 120+ consultants and monitoring 150 suppliers providing services to individuals and employers. Managed staff through TUPE
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Management Systems

- **DTi:** Member of the Steering Committee of DTi's ISO/IEC 17799 Users' Group
 - **HMCPsi:** Secured liP re-recognition and enhanced liP related practices resulting in 50% of indicators being assessed as having further improved over the next 12 months
 - **Focus Central London:** Established IMS, utilising ideals from the EFQM Excellence Model, OHS&S1800 (standard for Health & Safety arrangements) and the Commission for Racial Equality Award, securing ISO9001 (Quality Systems standard) registration and Disability "two ticks" award. Managed liP Assessment Unit for central London
 - **BLLCP:** Responsible for Integrated Management System registrations to quality, environmental (ISO14001), liP and information security (BS7799) standards
 - **DTi:** contributed to creation of the BS7799 accredited certification scheme
 - **Local Economic Consortium (Islington):** Principal consultant on QMS project for charitable organisation. Client satisfaction ratings in top 5%
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General

- **Strategy:** Member of the Attorney General's Advisory Board (AGAB) of HM Crown Prosecution Service Inspectorate (HMCPsi) to Apr 2006. Sat on; working group charged with drafting Attorney General's 5-year Vision to 2008; Law Officer's Departments' Finance and HR groups (preparing SR2004 bid and responding to Gershon efficiency and Lyons relocation reviews).
- **Vision:** Catalyst for and led on review of HMCPsi Strategy and Vision. Managed subsequent change programme that moved from one-size-fits-all to risk-based inspection regime delivering 15% (£240k) saving in that key activity area
- **Communication skills:** written, lectured and presented on a variety of topics. Audiences include London Excellence (division of British Quality Foundation), Westminster Business School, BCS, IT Governance Ltd and Net Security Training Ltd