

PROFILE

I am a Programme Manager with significant experience in large scale, transformation, technology projects, and building a new business most recently with Ampol Energy. I have successfully delivered numerous projects over the past 17 years in both the private and public sector across local and virtual teams worldwide. I have a personal commitment and enthusiasm for high performance and getting the best out of people to deliver business value. I am a keen participant in sports at community and representative level and have managed and coached adults and children's teams. I have a goal of developing governance skills and contributing to sports boards and plan to complete director qualifications.

SPORTS/INTERESTS/ACHIEVEMENTS

- Wellington Blaze & U21 cricket team member
- Coach children's cricket, basketball, and netball and manage football
- Golf interclub for Shandon
- Played netball for Wellington East Div. 1 and Wellington U15 netball representative
- Tennis interclub for Churton Park
- Managed and played indoor football for Meridian Men's and Mixed teams for 7 years
- Completed running events including a marathon, half marathons, 10kms
- Played Women's football for North Wellington Div. 2
- Avid parent supporter for all my kid's endeavours

PROFESSIONAL DEVELOPMENT

- Master of Business Administration (MBA) 2017
- Managing Successful Programmes (MSP) Foundation & Practitioner 2021
- ICAgile Certified Professional – Agile Coaching (ICP-ACC) certificate 2018
- PRINCE2 Foundation & Practitioner 2010

KEY COMPETENCIES/SKILLS

- Strategic thinking - strategise and implement programme initiatives to achieve organisational objectives
- Leadership - effective leadership of project leaders and teams to ensure programme goals are achieved
- Communication - stakeholder management and communication at all levels including reporting for Executive/Board
- Programme Management - structured but flexible approach to managing programmes and projects using Agile and traditional methods
- Project Management - manage complex projects and dependencies with multiple vendors, across locations
- Agile - establish and improve Agile processes and practices and adoption of the Agile mindset
- Mentoring - coach, mentor, and develop key talent in project management and Agile across the organisation
- Critical thinking - strong risk & issue management approach and responsible decision making
- Continuous improvement - develop programme assessment processes for evaluation and improvement
- Commercial awareness - manage budget for maximum productivity

CAREER HISTORY

Ampol Energy, Sydney (Remote Working from Wellington) Programme Manager, Future Energy (Electricity)

2022-present

Reporting to Future Energy Delivery Manager the purpose of this position is to work alongside the Head of Retail to build a new Retail Electricity business across NEM states in Australia and support Ampol sites Commercial & Industrial load. The programme is part of Ampol's Future Energy strategy to diversify its energy offering to customers and is considered a complex undertaking, requiring effective management to achieve Ampol's Future Energy ambitions.

Key Responsibilities

- Facilitated and reported to the programme's governance board with Chief Executive, CFO and EGM membership to ensure effective decision making
- Leading a programme team that includes 11 business workstreams across the Ampol Energy business and 7 Technology teams overseeing the IT programme manager
- Provide guidance and support at Technology review board and Vendor Steerco governance meetings
- Aligning future programme roadmap to achieve strategic direction
- Established Agile project management and programme framework to build the Ampol Energy business
- Implemented the framework to deliver Minimum Viable Product (MVP) to get the business of the ground, commencing with onboarding staff pilot customers
- Set up repeatable processes, leveraged across wider programmes in Future Energy
- Balanced rapid work delivery with increasing rigour in processes as maturity increased, ensuring clarity on teams' roles and responsibilities
- Established programme governance controls and demonstrated appropriate rigour in project delivery processes to Internal Audit and reported back to the Audit & Risk committee
- Supported the establishment of BAU change management and operational governance processes to ensure delineation with project delivery
- Influenced the culture to ensure a positive team environment where everyone feels supported.
- Implemented test and learn cycles and customer shadowing processes to enable continuous improvement

Key Achievements (to date)

- Established a new Retail Electricity business including technology, processes, and people and commenced achieving the Future Energy strategic objectives with 50 staff pilot customers signed up to Ampol Energy

Meridian Energy, Wellington

2012-2021

Programme Manager, Retail Transformation Programme

2018-2021

Reporting to the Head of Transformation the purpose of the position is to establish the operating model to ensure overall cohesion across 20+ teams, and delivery of the 3-year transformation project within a \$50m budget. The programme objective is to replace Meridian's Core Billing and Customer Care platforms and the adoption of an Agile operating model to deliver business outcomes. This includes line management of 5 direct reports and a team of 15 as well as leadership of Initiative Drivers and Scrum Masters.

Key Responsibilities

- Build capabilities and repeatable processes across cross functional teams. Developed and constantly adapted processes and planning cycles across time horizons to ensure rhythm and alignment across all teams
- Deliver business change at scale. Ensure appropriate readiness preparation, release planning, test execution, and stakeholder management and communications are delivered to a high quality to achieve quarterly goals
- Thought leadership for Agile ways of working. Established an Agile operating model to ensure constant progress and alignment across all teams, encouraged a growth mindset and established a Scrum Master community of practice
- Continuous focus on delivery. Leading those delivering change to drive hard at achieving results
- Setting the tone for team culture. Creating a supportive and empowering culture, mentoring and guiding emerging leaders to meet their potential
- Leading people with energy to resolve challenges. Bringing groups of people together to solve complex problems and achieve great outcomes with a good team energy and morale

- Developing direct reports to be high performers. Managing and developing 5 DRs across the programme and delivery space
- Facilitating Governance processes. Ensuring alignment across the group on progress and challenges, resolving issues when possible and appropriately escalating and reporting position to the Governance board involving the Chief Executive, CFO and GM's and to Meridian Board.
- Acting Head of Transformation

Key Achievements

- Successfully delivering a major transformational change whilst maintaining staff engagement and with minimal customer friction
- Achieved adoption of Agile methods within the Retail business that will continue beyond the life of the programme
- 100% staff retention through applying various strategies to ensure employees are engaged and motivated

PREVIOUS CAREER HISTORY

Project Capability Manager

2017-2018

Reporting to the Head of Development & Delivery in ICT this position was responsible for developing a project management capability, managing a team of 10 project managers across Wellington and Christchurch with a combined budget of \$20m. The position also included delivering infrastructure and application projects.

Senior Project Manager

2012-2017

Reporting to the Programme Manager this position was responsible for project management of a variety of projects. This involved responsibility for ~15 people and financial management of \$5m.

Housing NZ Corporation (now Kainga Ora), Wellington

2008-2012

Project Manager

Managing and successfully delivering various programmes and projects including an Enterprise Data Warehouse programme, Data Migration project (initial stages) as part of a wider Enterprise Transformation Programme, Oracle Management Reporting project and SAS upgrade project.

Bank of America, London

2006-2007

Project Manager, International

Responsible for the end-to-end project management of initiatives working with international associates across various time zones. Leveraging the Six Sigma methodology to deliver a web based front-end system for clients to access online statements and a Receivables product in Mexico.

Sales Administrator

2004-2005

Supporting a team of Sales Officers, Analysts and the European Sales Manager responding to RFP's and creating client presentations. My role spanned into project managing the implementation of a marketing and client contact database.

Wolfson Microelectronics Ltd, Edinburgh

2003-2004

Project Administrator

Working alongside the PwC & Wolfson Project Managers, I supported the implementation of an integrated software system IFS (Industrial & Financial Systems) including leading the change management stream, managing project plans, risks & issues, test scripts, UAT, and Governance meetings.

Datamail Ltd, Wellington

2002-2003

Client Manager

Managed customers direct marketing campaigns and print and mail jobs. Fast-paced role drawing on communication, negotiation, multi-tasking, and time management skills.

Denis Spencer Productions, Wellington

1997 - 2002

Production Co-ordinator / Production Assistant

Independent Television Company producing light entertainment shows broadcasting on TV1&2. My role included scheduling pre-production and record day plans, organising logistics, and supporting development of new TV concepts.

REFEREES PROVIDED ON REQUEST