

# RICHARD BYATT

10 Southwood Court, Middle Warberry Road, Torquay, Devon, TQ1 1RT  
Email: richsoundings@gmail.com; Mobile: 07920 051541

## PROFILE

My experience at the Ataloss, Emotional Logic Centre, Heatree Activity Centre, Trinity Church and Lee Abbey demonstrates a host of transferable gifts and industry skills adaptable to a multifaceted role.

I have experience in team and project leadership, organisation and planning, setting clear goals and expectations, coaching and building relationships. I have led change and process/quality improvement initiatives in cross-cultural environments, and applied systems thinking towards specifying and deploying solutions in varied commercial and charity sector contexts.

## KEY SKILLS

- Systems and business analysis, development and change transition
- Project and team leadership – highly collaborative
- Highly (PC) computer literate
- Demonstrated strong hands-on practical approach
- Very good eye for detail
- Keen to utilise technology/system simplification where possible
- Hard-working, reliable, flexible, accountable, credible, proactive and inclusive
- Encourages and motivates others using strong inter-personal skills and a keen sense of humour
- Consistently honours commitments and confidences, and meets and exceeds goals
- Delegates effectively, requiring minimal supervision
- Provides strong support for colleagues at all levels
- Strives to discover ways to help people achieve their full potential

## CAREER HISTORY

### **RICH SOUNDINGS (sole trader enterprise)** **Solutions provider / Business Analyst**

**Apr-2016 – present**

- Application of systems thinking and implementation, problem solving, and general management
- Understanding personal/business drives and motivations, and real underlying business goals
- Application of general management theory (some applied theory may seem a little dated, yet robust)
- Development and introduction of simple computerised systems, where applicable and effective
- Helping to “bring some order to the chaos” and helping those “in crisis”, as required
- Rolling up sleeves and getting fully stuck in – very hands-on, whatever is required towards solutions
- Providing an impartial sounding-board to bring concerns into the light, towards clarity and resolution
- Encouraging sustainable operational solutions, high in quality, integrity and efficiency/effectiveness
- Facilitation of team-building/business-future-exploration day and follow-up summary reporting

### **ATALOSS**

**Nov-2017 – Jan-2018**

- Web-based CRM bespoke data definition and implementation, with basic user documentation
- Initial technical support and troubleshooting, configuration and test data improvement cycles

### **EMOTIONAL LOGIC CENTRE (Foundation for Growth Through Grieving)**

**Jul-2016 – Sep-2017**

- Performing organisation audit/report, with prioritised list of potential actions for positive change
- Managing complex workload and priorities in a highly flexible working environment whilst working closely with founder and trustees to strategically focus operations for sustainable business model relationships, products and services, market analysis and segments definition
- Redefining structure, mission and vision, roles and responsibilities, and effective communication
- Design and implementation of project management/reporting systems appropriate to staff skills
- Definition of product list/specifications, means of costing products/services effectively, and helping to refresh and design new products and services including syllabus/evaluation criteria for self-learning and tutor-assessed courses, as well as critically reviewing items to completion
- Introduction of quality review cycles for new and incremental product development
- Introducing management models and tools appropriate to the organisation and staff, including library and collaborative editing systems for improved sharing and productivity
- Defining policies for compliance (team handbook/inductions, complaints, privacy, non-disclosure/MoU, terms & conditions, licences, cost codes, sales tracking, timesheets, etc)
- Recruitment of Strategic Partners and Business Associates into new instigated legal agreements
- Definition of standardised toolset required for evidence capture needs, and making it available

- Establishing datastore of responses for grant application funding activities, and submitting grant applications and critically analysing projects/funds alignment
- Support for training events for the teaching faculty and for the general public
- Support and coaching of other staff and activities as required; including Belbin team audit and providing oversight/support for South African department head developments

**HEATREE ACTIVITY CENTRE** (*employed through SES recruitments consultants*) **Mar-2016 – Jun-2016**  
**Administrator (and Special Projects)**

- Special projects including: pricing investigation concluding with new sustainable strategy deployed, business workflow examination and timing triggers, competitive analysis with recommendations for terms and conditions changes, volunteer engagement system definition including conducting interviews, consolidation of diverse data sources for easy-access sales staff and client information, friends' network framework definition, financial audit preparation support, grant bid support including consortium agreement definition, pursuit of business charges rebates and reductions, exploration of golf-buggy on-site transportation solution, supporting management with prior specialist knowledge
- General administration and receptionist duties including interface to public by phone and in-person, interfacing to other internal departments, and general support of other team members as required to better balance overall workload allocation

**TRINITY CHELTENHAM** **Nov-2010 – Feb-2016**  
**Operations Manager** (*and Director of Trinity Cheltenham Trust Ltd*)

- Leading, managing and developing the Operations Team of a large church, active in the local community (administration, caretaking, catering, production, health and safety, safeguarding, welcoming, buildings projects) on a daily basis including the full event management of certain specific events and large conferences
- Administering and coordinating the Church diary and events using Trinity facilities throughout the year, including logistics and commercial hire, enabling a wide variety of daily ministries to operate effectively
- Maintaining and managing buildings and infrastructure (Trinity Church, two church hall buildings, and offices) and fixtures/furnishings/kit, liaising with maintenance and cleaning contractors as required
- Ensuring risks are controlled, events safely managed and compliant to relevant statutory regulations
- Directing and coordinating Sunday services hosting teams
- Coordinating Human Resources processes
- Buildings projects including commercial garage reordering for homeless/marginalised outreach, addition of toilet block to legacy church building, asbestos removal project
- Managing church offices on daily basis, including facilities, IT liaison, leases, space allocation, etc
- Responding to 24 hour emergencies
- Maintaining allocated budgets

**LEE ABBEY Christian Community, Conference and Retreat Centre** **Apr-2009 – Apr-2010**  
**Deputy Personnel Manager & Deputy Audio-Visual Team Leader**

- Within a 100+ strong intentional community, fully participating in the rhythm of community life, alongside Personnel and Audio-Visual roles. This included welcoming and serving guests including shared meals, entertainment and supporting the hosting of conferences
- Deputy Personnel Manager (deputised during manager change, helping smooth transition):
  - Recruitment for staff of 80-90, turnover 90% (2010), peak of 26 different nationalities
  - Candidate selection, interviews, facilitation of arrivals, UK Border Agency system interactions for sponsorship, CRB (now DBS) procedures, ad-hoc personnel issues
  - System/organisation/office improvement
- Deputy Audio-Visual Team Leader (deputised in absence of Team Leader):
  - Setup and running of sound-desk and computer visuals during conferences/performances

**ALCATEL-LUCENT** **Jul-1997 – Nov-2008**  
**Principal Systems Engineer**

- Systems specifications of management systems for 3G (UMTS) OA&M solutions (also for very large telecoms switching products), including interfaces to other architectural components
  - Interaction with front-end (customer team, customer) and back-end (development) teams
  - Reviews and contributions (peer, RFI/RFP, development designs, test plans, product trials)
  - Facilitation of cross-organisation, multi-national team; Team Leader of overview forum
  - Internal technical specifications/use cases, as well as less technical discussion white-papers
- Quality representative for department
  - "Help-desk" provision, process/tool improvements, innovation, simplification, automation
  - Team Leader for multi-national, department-wide tool/process improvement activity

- Mentor and coach of placement students and technical assistant, interviewing for new staff
- Presentations to group, project and management team; web-master for quality portal
- Chair of change review board, and leader of management effectiveness review team
- Highly multi-task environment; fast-paced, new technology, demanding deadlines/quality, proactive
- International travel for customer meetings, workshops, internal reviews, training

### **PLAYSAFE MONITORING**

**Jan-1992 – Jul-1997**

#### **Software designer/programmer**

- Development of data capture/processing and management information system applications
- Taking product from initial concept, through prototyping, confirming user requirements, specification, database design, production development, applying feedback, and preparing product for release
- Liaison with other staff and customers at all levels to discuss project requirements
- Responsibility for control of release software, some on-site installation, and phone technical support

### **WESTINGHOUSE SIGNALS LTD**

**Jul 1990 – Aug 1990**

#### **Computer Programmer**

- Human-computer interface for training simulator for underground railway control system

### **HONEYWELL AEROSPACE & DEFENCE LTD**

**Aug 1984 – Sep 1988, Jul 1989 – Sep 1989**

#### **Computer Programmer, & Electronics Technician (from Apprenticeship)**

- Data collection from MOD site, writing of analysis software, presentation of results/conclusions
- Testing and fault diagnosis of systems and PCBs to component level
- (Apprenticeship) Part-time release for B/TEC studies & EITB Basic Training; several months in each of: inspection and stores, production control, electronics laboratory, drawing office, quality assurance, electronics assembly/wiring; 16 months specialising in electronics test

## **EDUCATION & QUALIFICATIONS**

<b>Institution name</b>	<b>Courses/subjects taken</b>	<b>Dates</b>	<b>Qualifications/grade</b>
Emotional Logic Centre	International Award in Emotional Logic	2017	International Award in Emotional Logic
(P/T) Westminster Theological Centre	Certificate & Graduate Diploma in Kingdom Theology	2011-2014	Graduate Diploma in Kingdom Theology
(P/T) Open University	B600 (Capable Manager) & B751 (Managing Dev & Change)/ B752 (Managing Resources for the Market)	1999-2001	Professional Diploma in Management (2 years of 4 year MBA)
University of Exeter	Computer Science	1988-1991	BSc (Hons) 2(ii)
(P/T) Chippenham Tech. College	Electrical/Electronic Engineering	1984-1988	ONC/HNC
Sheldon Secondary School	GCE "O"-levels: English Language, Mathematics, History, Chemistry, French, Physics, Graphical Communication	1979-1984	English (A), Maths (A), History (B), Chemistry (B), French (C), Physics (C), Graphical Comms (C)

## **PERSONAL**

- Marital status: Married
- Good health, non-smoker
- Full UK driving licence (clean), car owner
- Highly computer literate in wide range of tasks, and quick to learn and adapt applications
- Enhanced DBS (available online)
- *References are available on request*

## **INTERESTS**

- Committed Christian, active in church community
- Socialising with family and friends, eating together, good fun and laughter
- Exercise, being outdoors, enjoying nature
- Cinema, film, music, photography
- Previously (2005-2008): DIY, renovated whole house (construction, electrics, plumbing, decorating)