

RICHARD BYATT

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PROFILE

My experience at various different organisations over the past decade demonstrates myriad transferable gifts and skills acquired in a software/systems technical industry that are highly 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, applied systems thinking towards specifying and deploying solutions in varied commercial and charity sector contexts, and managed multiple events concurrently.

The additional recent qualification as Coach, Tutor and Trainer in Emotional Logic, and Accredited Trainer of Public Health Making Every Contact Count courses, further facilitates a strong desire to help bring more order out of chaos, and to realise transformed lives and businesses.

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 – habitual completer-finisher
- Keen to utilise technology/system simplification where possible
- Hard-working, reliable, flexible, accountable, credible, proactive and inclusive
- Coach/Tutor/Trainer of Emotional Logic personal learning and group training, and course creation
- Encouraging and motivating of others using strong inter-personal skills and a keen sense of humour
- Consistently honour commitments and confidences, meeting and exceeding goals
- Effective delegation, requiring minimal supervision
- Providing strong support for colleagues at all levels
- Striving to discover ways to help people achieve their full potential
- Events management

CAREER HISTORY

SHELDON RETREAT CENTRE (SOCIETY OF MARY AND MARTHA)

Oct-2019 – present

Technical/Projects Lead

- Assisting the Warden/CEO to systemically help keep things running smoothly for the organisation
- Maintaining hardware/software IT infrastructure, providing first line staff support, assessing issues or new requirements, liaising with providers (including administration of Windows Server, Microsoft 365 (incl. Exchange), Windows 10, physical networks, switches, routers, wi-fi, PBX phone system, etc)
- Ensuring compliance with wide ranging legal/logistical requirements of the organisation such as HR, finance, data protection, health and safety, safeguarding, etc
- Flexibly supporting any urgent or positive maintenance task within ongoing operations, including day-to-day reception/shop duties, enhancing guest experience, dealing with practical concerns, etc

RICH SOUNDINGS (sole trader enterprise)

Apr-2016 – present

Change Explorer / Business Analyst / Solutions Provider

- Emotional Logic facilitation – personal learning, group training, tutoring
- NHS Health Education England “Making Every Contact Count” (MECC) training
- Helping to “bring some order to the chaos” and helping those “in crisis”, as required
- Providing an impartial sounding-board to bring concerns into the light, towards clarity and resolution
- Application of systems thinking and implementation, problem solving, and general management
- Encouraging sustainable operational solutions, high in quality, integrity and efficiency/effectiveness
- 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
- Rolling up sleeves and getting fully stuck in – very hands-on, whatever is required towards solutions
- Facilitation of team-building/business-future-exploration day and follow-up summary reporting

EMOTIONAL LOGIC CENTRE (Foundation for Growth Through Grieving)**Jul-2016 – Mar-2019**

- 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)
- Operations Manual (whole organisation procedures) definition
- GDPR system evaluation, implementation and handover
- Health & Safety system evaluation, implementation and handover
- Event management – e.g. corporate fundraising event at Dartington Hall (Mar 2019)
- Transition support of major organisation changes, service level agreement contracts definition
- Overhaul and management of triage system for GP surgery referrals to qualified EL tutors
- Strategic planning of communications – internal and external heartbeat
- Initiation and review of diverse organisation, product, process & marketing change proposals
- Practical day-to-day management of financial tracking systems (Xero, Stripe, ReceiptBank)
- 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

BRUNEL MANOR**Jul-2018 – Feb-2019**

- Investigations, findings and recommendations reporting into a variety of business issues:
 - Supplier overpayment, refund negotiation, bespoke tool provision for ongoing monitoring
 - Recruitment process for a new General Manager
 - Audit of utilisation/income of specific aspect of estate to inform future use direction
 - Complex staffing issue, roles and responsibilities definition, towards conflict resolution
 - Full evaluation of laundry options, including outsource and in-house plant upgrades
 - Audits for training compliance and legal duties compliance, including GDPR review
 - Process/procedures review of food ordering and management systems
 - Single supplement room bookings

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

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

- 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

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

Institution name	Courses/subjects taken	Dates	Qualifications/grade
NHS Health Education England	Making Every Contact Count (MECC)	2019-2020	SW MECC Trainer
Emotional Logic Centre	International Award and International Certificate in Emotional Logic	2017-2018	Qualified Coach, Tutor and Trainer 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, via subscribed update service)
- *References are available on request, or see www.richsoundings.com for some testimonials*

INTERESTS

- Christian faith expression, active in church fellowship
- Encouraging our springador, Wilber, to be as characterful and well-natured as possible
- Socialising with family and friends, eating together, good fun and laughter – building community
- Exercise, being outdoors, enjoying nature
- Cinema, film, music, photography
- Previously (2005-2008): DIY, renovated whole house (construction, electrics, plumbing, decorating)