

# RICHARD BYATT

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## PROFILE

My experience at various different organisations demonstrates myriad transferable gifts and skills acquired in software/systems technical and complex operational roles that are highly adaptable to many roles. 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. I enjoy helping to realise transformed lives and businesses.

## KEY SKILLS

- Project and team leadership – highly collaborative, effective delegation, requiring minimal supervision
- Systems and business analysis, development and change transition
- Highly (PC) computer literate
- Very good eye for detail – habitual completer-finisher
- Demonstrated strong hands-on practical approach
- Hard-working, reliable, flexible, accountable, credible, proactive and inclusive
- Encouraging and motivating of others using strong inter-personal skills and a keen sense of humour
- Events management
- Coach/Tutor/Trainer of Emotional Logic personal learning and group training, and course creation

## CAREER HISTORY

### SABBATICAL

May-2025 – Oct-2025

Taking a planned time-out to consider future direction

- Exploring creativity ... courses in mosaics, resin, stone carving, mixed media, wood carving
- Projects ... garden transformation, garage conversion planning, minor DIY tasks
- Rest, reflection, reading, retreats, ...

### SHELDON RETREAT CENTRE (SOCIETY OF MARY AND MARTHA)

Oct-2019 – Apr-2025

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 support providers (including administration of servers/networks, switches, routers, wi-fi, Microsoft 365, Windows 10/11 setups, software application installations, etc)
- Projects involvement included ... phone system migration to VoIP, accounts migration to Xero/Dext, three-phase electricity supply and solar installation, various risk-assessments, introduction of password vault, backup regime enhancements, introduction of Eposnow till, CCTV upgrade, home-working setup, introduction of EventBrite theatre e-ticketing, introduction of MOTO terminal, etc
- Ensuring compliance with wide ranging legal/logistical requirements of the organisation such as HR (recruitment, onboarding/offboarding, payroll preparation, training oversight), finance (audit support, report customisations, draft budgets, bill/invoice processing/preparation, primary liaison for banking mandates, funds distribution, contract renewals (insurance, electricity, etc),), data protection, health and safety, safeguarding, trustees meetings support, equipment checks, records retention, etc
- Flexibly supporting ongoing operations, including day-to-day reception/shop/telephone duties, bookings/payments, enhancing guest experience, website updates, theatre planning assistance, equipment purchases research/commissioning, etc

### RICH SOUNDINGS (sole trader enterprise)

Apr-2016 – present

Change Explorer / Business Analyst / Solutions Provider

- Application of systems thinking and implementation, problem solving, and general management
- Encouraging sustainable operational solutions, high in quality, integrity and efficiency/effectiveness
- Providing an impartial sounding-board to bring concerns into the light, towards clarity and resolution
- Setup of multiple CIO charities – navigating the process and establishing good governance
- Emotional Logic facilitation – personal learning, group training, tutoring
- NHS Health Education England “Making Every Contact Count” (MECC) Accredited Trainer

**CHRIST CHURCH PAIGNTON & ST PAUL PRESTON****Oct-2025 – present**

- Project Management support of transition to Joint Council operation
- Wide range of governance exploration, solutions and transitions

**TORBAY UNITED****Aug-2023 – Apr-2025**

- Achieved registration as CIO
- Executive Projects Liaison (wide range of contributions/critiques to all-level projects/activities)
- Policies and procedures, wide range of governance solutions and responses; Gift-aid claims
- Disparate core team engagement; Safer recruitment practices; Microsoft O365 administration
- Mobile social supermarket (re-start) procedures, logistics, contracts, partnerships, supervision, data management, compliance
- Event management oversight

**LOSS AND LIFE****Aug-2020 – Apr-2025**

- Explored frameworks for charity setup; achieved registration as CIO (founding trustee/secretary)
- Established bank account, HMRC registration, basic SORP accounting system, insurance
- Annual accounts, Trustee Annual Reports, Gift-aid claims
- Team Handbook, other compliance policies, governance solutions, licensing agreements
- Simple order-processing and stock-control
- Formative projects/products/websites design/review contributions

**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
- 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
- Introduction of quality review cycles for new and incremental product development
- Introducing library and collaborative editing systems for improved sharing and productivity
- Defining policies for compliance (team handbook, complaints, privacy, MoU, T&Cs, etc)
- Operations Manual (whole organisation procedures) definition
- GDPR, and Health & Safety systems evaluation, implementation and handover
- Event management (corporate fundraising event, etc) & Grant funding applications
- Practical day-to-day management of financial tracking systems (Xero, Stripe, ReceiptBank)
- Recruitment of Strategic Partners and Business Associates into new instigated legal agreements

**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

**ATALOSS****Nov-2017 – Jan-2018**

- Introduced and implemented a web-based CRM with bespoke data definition to track all contacts

**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, consolidation of diverse data sources for easy-access sales staff and client information, friends' network framework definition, financial audit preparation support, grant bid support, pursuit of business charges rebates and reductions
- 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

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

- Daily leading, managing and developing the Operations Team of a large church (administration, caretaking, catering, production, health and safety, safeguarding, welcoming, buildings projects), including full event management of events and large conferences, and managing church offices (facilities, IT liaison, leases, space allocation, etc)
- Administering and coordinating Church diary and events 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; larger buildings projects included commercial garage reordering for homeless/marginalised outreach, addition of toilet block to legacy church building, asbestos removal projects
- Ensuring risks are controlled, events safely managed and compliant to relevant statutory regulations; providing 24-hour emergency response
- Coordinating Human Resources processes, directing/coordinating Sunday services hosting teams

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

- 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, test) teams
  - Reviews and contributions (peer, RFI/RFP, development designs, test plans, product trials)
- 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
  - Chair of change review board, and leader of management effectiveness review team
- International travel for customer meetings, workshops, internal reviews, training

**PLAYSAFE MONITORING****Software designer/programmer****Jan-1992 – Jul-1997**

- 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
- Responsibility for control of release software, some on-site installation, and phone technical support

**WESTINGHOUSE SIGNALS LTD****Computer Programmer****Jul 1990 – Aug 1990**

- 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

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

- Married, good health, non-smoker
- Full UK driving licence (clean), car owner
- Enhanced DBS (available online, via subscribed update service)

## INTERESTS

- Christian faith expression, active in fellowship and exploring the journey from the edges
- Exercise, being outdoors, enjoying nature, building community, loving our dog Wilber
- Cinema, film, music, photography, creative pursuits
- Previously (2005-2008): DIY, renovated whole house (construction, electrics, plumbing, decorating)