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A 'hands on' documentation and web project manager; a PRINCE2 practitioner with experience in the IT, Software and Engineering industries.

Skills and Attributes

- Designing and creating a wide range of publications, including: design specifications, user guides, installation guides, reference manuals, maintenance manuals, sales proposals, training material, reports, publicity material, newsletters, web pages and email marketing
- Planning, managing and contributing to multiple projects with critical budgets and timescales
- Designing and implementing effective standards
- Managing and developing a web design business for public and private sector
- Leadership of local and disparate teams
- Managing and developing a technical publications house
- Standardising on tools, procedures and standards to provide a cost effective service
- Using a wide range of tools, including: *FrameMaker, Interleaf, MS Office, MS Project, MS Sharepoint, Dreamweaver, Photoshop, CorelDraw, RoboHELP, Acrobat, HTML, PRINCE* and Information Mapping

Career

Freelance 2008 - Present

- CDMS Ltd – Consultancy to develop a document package plan. Production of user and administration documents to support their Ansi C based deduplication software suite for matching customer records.
- Jeff Gosling Hand Controls Ltd - Website design, site maintenance training and marketing publications; to market car adaptation products to car dealerships and potential customers
- Enpure - Works manuals for water treatment works produced for Scottish Water for their Q&SIII tranche of work.
- Balfour Beatty and Birse Water - Paper-based and electronic documentation to support the installation of new equipment for both waste water and clean water pumping stations and treatment works. The manuals were produced for Scottish Water for their Q&SIII tranche of work
- Unilever R&D - Word and Excel templates, designing project management forms for their corporate machinery purchasing procedure
- Siemens Medical Products Ltd - Printer proof check of medical equipment manuals in English and foreign languages
- Full Stop Ltd - Website design and development to advertise technical publications products

A varied career at The National Computing Centre Limited 1994 - 2008

Group Manager, Web Development & Standards, reporting to the CEO, 3/06 – 11/08

- Developed, authored and maintained ncc.co.uk, Intranet, and web deliverables, to quality, cost, functionality and timing requirements, to reflect group strategy and activities

- Introduced a web policy and style guide for use of the company collateral online to provide information to designers and developers involved in the creation of NCC related web publications
- Implemented processes to ensure that all the NCC sites follow good web design principles and have a consistent level security and quality control to maintain our ISO 9001 and BS 7799 certifications
- Working at a strategic level to ensure that the group of companies adheres to the umbrella company's plan; whilst liaising with senior managers to deliver advice and guidance to further their business
- Provided advice and guidance to the business managers and web developers to support the web policy, style guide and processes

Head of Content Management Solutions, Internet Solutions Division, 6/02 – 3/06

- Established and developed a new web consultancy facility 'Internet Solutions Division' (ISD) to deliver web hosting, development and optimisation services to private and public sector
- Researched and produced a wide range of standard 'boilerplate' templates to manage the development and delivery of the ISD design product set
- Project management of ISD contracts; supervised and led a team of developers and designers in delivering to quality, cost, functionality and timing requirements
- Researched and produced proposals to win business after evaluating proposal requests and determining strategic importance of bid; managing responses to all customer questions
- Guided customers in specifying their requirements; wrote design specifications
- Customers included: Office of the e-Envoy (HMG Cabinet Office), DTI, GovTalk, NCVO, Associated Octel (Innospec), AWM, AIRTO, IITT, CIO-Connect, HFEA, Leicester CC, Renfrewshire CC, Essex Fire Authority

Head of Web and Documentation NCC Membership Limited, 8/99 – 6/02

- Controlled department budget and scheduling and allocating work
- Managed the development, production and maintenance of paper-based and electronic documentation, on-line help etc. to ensure that deliverables met customers' requirements whilst retaining a 'hands on' approach to researching, writing and editing publications
- Established documentation standards, procedures and work instructions for ISO 9001 registration
- Took responsibility for the feasibility study, initial specification, design, creation and maintenance of web solutions for any new products
- Editorial control of the websites to maintain quality and consistency
- Liaised with business managers, corporate team and marketing to ensure appropriate representation of the business on their websites and with IT infrastructure and security team to ensure that the sites and the related infrastructure was reliable

Documentation Manager, Systems Engineering Division, 3/97 – 8/99

- Recruited, trained, supported and appraised publications staff; controlling department budget and scheduling and allocating work
- Researched, wrote and edited a wide range of publications (using UNIX, Windows, FrameMaker, Interleaf, Information Mapping, Word for Windows, etc.) included: software and open systems user documents, training material, sales proposals, OHPs and newsletters
- Created and establishing documentation standards and procedures and was closely involved in activities related to ISO 9001 registration
- Maximised use of team's expertise in NCC and developed publications-related business opportunities, customers included Northern Ireland Industrial Bank, Manchester CC, DTI and Evans Halshaw

Consultant, Professional Services, 1/96 – 3/97

- Provided advise and training through the DTI's Information Society Initiative, introducing local business to the internet in the NCC based pilot regional support centre

- Developed training material to teach HTML
- Researched and produced proposals to win business after evaluating proposal requests and determining strategic importance of bid; managing responses to all customer questions following proposal submittal
- Worked with Northern Ireland Industrial Bank to produce a series of software user guides for their TARGET software

Technical Author, Systems Engineering Division, 1/94 – 1/96

- Wrote and edited a range of publications (using Ventura Publisher, FrameMaker, Adobe Acrobat, RoboHELP, Word for Windows, etc.); software user, administrator and maintenance guides, newsletters, adverts, presentations, brochures and reports
- Designed and implemented templates using FrameMaker
- Liaised with software design teams, marketing and sales teams to ensure that the documentation complemented product development
- Researched use of HTML and graphics on the internet to exploit the technology, using NCC's intranet as a sandpit, developed and published the first membership organisation website in the UK in 1995

Education and Training

The National Computing Centre Ltd

1994 – 2008: 'MS SharePoint', 'XML', 'PRINCE 2 Management Foundation and Practitioner including exams', 'Programme Management Master Class'; 'Finance for Non-financial Managers'; 'Writing for Online Training Software', 'FrameMaker 2.0 Foundation/Advanced'; 'How to Design On-line User Documentation'; 'Introduction to PRINCE'; 'Indexing Documentation' 'Internal Quality Auditing', 'TickIT in Detail', 'OSI Technical Training'; 'Information Mapping', 'GUI Design'; 'Managing Appraisals'

Manchester Metropolitan University

1990 – 1992: MA Industrial Design

1986 – 1990: BEng (Hons) Engineering

Cardinal Langley High School

1979 – 1986: 4 A' Levels, 9 O' Levels

Interests

Reading, mountain walking, running and yoga.