

Mundial Consulting

www.mundialconsulting.co.uk

Name: Sally Wilcox

Nationality: British

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Key Attributes

- One of the South West's Top Business Women
- Highly motivated
- High achiever in an ICT environment
- Results driven
- Excellent communicator
- Proven people motivator
- Open and honest
- Breadth of skills – technical, financial, business and sales
- Mentor to Women in Engineering
- Life long South West resident

Employment History

2006 – present	BT Group, South West Regional Director
2006 – 2007	Director, Central Government
2003 - 2006	General Manager - BT Government, Central, Justice & Police
2003	BT Government, Central, Justice & Police – Head of ICT Solution Specialists
2001 – 2002	BT Government, Central, Justice & Police – Business Leader DWP (Department for Work and Pensions) Telephony PFI (Private Finance Initiative)
2000-2001	BT Government, Central – Head of CRM and Voice Solutions
1999-2000	BT Government, Central & Police – Head of CRM and Managed Voice Solutions
1998-1999	BT Corporate Clients, Retail & Logistics – Call Centre Specialist
1995-1998	BT Corporate Clients, Finance Sector – Systems Engineer/Systems Engineering Manager
1994-1995	BT Group Computing Services –Software Engineer
1989-1994	Full-Time Study – projects on network Intelligence & software development
1985-1989	BT Westward District Finance – Investment Appraisal
1984-1985	BT National Networks South West – Engineering Finance
1983-1984	BT South West Region – implementation of a finance system
1975-1983	BT Group Finance, South West – various roles

Professional Summary

- BSc(Hons) Degree in Computing and Informatics from University of Plymouth
- PgDip in Business Management from City University Business School, London
- Top Management Programme – Cabinet Office programme for senior civil servants
- Government security clearance to Developed Vetting level

I have a unique range of skills and knowledge gained from 32 years working in and with both the public and private sectors. Throughout my career I have remained a full time resident of the South West, being able to work flexibly and remotely has facilitated this. My skills include the financial management and implications of deploying large financial systems, investment appraisal and managing a profit & loss account, the technical and modelling applications associated with large ICT deployments; and the management of teams throughout the whole life cycle of delivering business solutions for customers. My leadership and direction setting in recent years has been rewarded by the high performance of my teams and my personal drive to exceed targets has ensured that I remain highly focussed on delivering value. My knowledge of the ICT industry, Government and network of contacts has been key to my success along with excellent interpersonal skills.

Recent Activity

As Regional Director for the South West I have been responsible for setting the direction for the region's second largest private sector employer, in excess of 7200 BT people are directly employed and contributing to the local economy. I have set the regional strategy with my board to reflect the needs of the region – the key strategic themes are: European Convergence funding, Agility and the Environment, all of this underpinned by aiding the development of the knowledge economy in the region.

The role of Director for Central Government enabled me to use my professional experience to date bringing together my technical, sales, financial, delivery and business acumen to set a challenging and well balanced strategy. During this period I managed the profit and loss for this business sector, with a turnover close to £450m per annum, managing multi-million pound budgets and associated financial innovation were integral to this role. This business included some of the largest public sector ICT contracts in the UK.

As General Manager for the BT Central Government, Justice and Police business sector, I successfully led a team to exceed all targets; developed key personal customer contacts and undertook the Cabinet Office Top Management Programme. The range of customers I dealt with provided me with a unique perspective on all aspects of Government – from a security, business and political viewpoint.

In the three years prior to August 2003 my activity had been centred around managing complex projects in key ICT areas for Central Government and Police. This enabled me to develop programme management skills and involved working with a wide range of suppliers; negotiating financial and commercial models and fully understanding customer requirements. Experience and Trust enabled me to be successful.

I spent the 12 months to December 2002 as the Business Leader developing a Desktop Telephony Outsourced solution for the Department for Work and Pensions (DWP). This project required pulling together and leading a large virtual team from across BT and partner organisations.

The 12 months to December 2001 were spent seconded into the Modernisation directorate of the DWP and included developing a contact centre strategy and framework for the Department to cover all existing and future customer service needs. All of this against a back drop of improving departmental efficiency and improving the public service.

During my time with the DWP I led the design of all telephony and contact centre activity for The Pension Service (within the DWP). This involved facilitating a series of workshops for users, suppliers and partners; and presentations to The Pension Service Management board to gain decisions enabling The Pension Service to meet, and exceed, the Government modernisation policy for customer contact. This covered all aspects of the project from single telephone number access to supplier selection of the technology to support the service for the future. This was ground breaking for the Department and led to the successful implementation of customer contact centres with 10,000 DWP employees over 26 sites. Throughout this period I mentored and developed the skills of the DWP personnel culminating in the development of a template for future use by the Department when implementing large contact centre scenarios'.

Career Profile

I began my career with BT in Group Finance where I gained a solid grounding across all the financial and management accounting systems and disciplines, many of which remain at the core of businesses today. I spent 5 years leading the Investment Appraisal programme for BT South West where I evaluated BT's major investment programme in Digital Exchanges and the Intranet. At this point, I was sponsored by BT as one of only twelve women (following a selection process from in excess of 250 women), to undertake a technology degree. On completion of my degree I became a Software Engineer and have continued to be strongly associated with leading technical innovation across the industry.

My unique combination of financial, technical, professional, sales and business skills enable adaptation to many different business opportunities and contribute to discussions with people from a wide spectrum of disciplines across different organisations.

I have 10 years experience of systems analysis, design and implementation of Customer Relationship Management (CRM) programmes in the Financial Services, Retail and Government markets. This has included being responsible for the complete end-to-end process of requirement capture, technology design, delivery and deployment of client solutions.

On joining BT Government, in 1999, I was a participant on the Government Leadership Programme. This programme was aimed at transforming the way BT work with the UK Government and included visits to Europe and the USA to gain an understanding of the development of European and American policies and the political environment.

Additional Information

- I sat as a non-executive on the Avon & Somerset Police Best Value board in 1999.
- I sat as an independent on the Metropolitan Police Service Independent Challenge Panel in 2004.
- I have graduated from the BT Vital Vision programme at Harvard, MIT, Stanford and Berkley universities; the focus of this programme is leading transformational change in the public sector.
- I act as a mentor for women in engineering in BT, a role which I am passionate about.
- I am a member of The Institute of Telecommunications Professionals.
- I am a council member at the University of Exeter.

Mundial Consulting Limited

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