

Scott Newby

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Professional Profile

A versatile and customer focused professional with a wealth of experience in operations management, people leadership, strategic planning, service delivery and team management. Proven expertise in operational excellence, managing stakeholders and driving key initiatives. Demonstrates the valuable balance of innovation, business intelligence and technical competence, combined with strong people management and senior leadership capabilities. Strong credentials in streamlining operations while improving delivery, in turn serving as a catalyst for growth, expansion and further improvement in quality of service. Highly adept at multi-tasking on key projects, risk mitigation, mentoring team members and possessing excellent decision-making ability. Self-motivated, hardworking & consistent with a high degree of flexibility, creativity, resourcefulness, commitment and ambition.

Career Summary

09/2017 – Present Managing Director, NewbyCore Consulting Limited

Founder of NewbyCore, delivering a range of professional services:

- Management Consultancy for companies & not-for-profit organisations
- Contact Centre Expert
- Specialists in performance improvement, colleague engagement & cultural change
- Excellent training courses & workshops tailored to your specific requirements
- One-to-one coaching for business employees & private individuals

09/2010 – 09/2017 LLOYDS BANKING GROUP

03/2014 – 09/2017 Senior Operations Manager, Voice Service Centre, Insurance Operations, Scottish Widows

- Leading a Department of 125+ FTE (including six people Managers) dealing with Life, Pensions and Investments for multiple brands. In addition, I have shared responsibility for delivering a strong service performance for a wider function of circa 800 FTE.
- Recognised as an inspirational leader delivering strong colleague engagement results, which have improved year on year and were highest in the function for 2015.
- Utilised planning and operational expertise to take on full responsibility for the function, to deliver a successful tax year-end service performance. Included recruitment of 200 colleagues across two sites and variety of products, innovation and implementation of new ideas to better manage demand, and improved operational efficiencies.
- Leading transformational change by implementing a new standalone Money Out team that allows colleagues to service customer's withdrawal requests in one interaction over the phone, reducing the average end-to-end time for customers receiving their funds in to their account from ten days to three days. Influenced this change through the removal of cross function barriers and service excellence principles, bringing both front office and back office together to work as one team.
- Proven expertise of the telephony operating model, demonstrated through ownership of the Real Time team and during the design and delivery of a new call routing solution to provide better customer service.
- Demonstrated a high level of risk mitigation during the implementation of a standalone Savings and Investments Money In Team, ensuring controls in place to allow the department to take customer payments over the phone for the first time.
- Commercial awareness and excellent stakeholder management demonstrated in my role as the planning and resource expert for the function, successfully leading the area through significant market events, such as Pensions Freedom, Scottish Referendum and the EU Referendum. Trusted to liaise and deliver solutions and outputs direct to Company Directors.
- Recognised as a role model and advocate for the development and progression of colleagues, resulting

in being asked to be part of the Talent Programme Leadership Team, where I contribute to identifying, assessing, supporting and educating the best talent in Insurance Operations.

- Responsible for a strong contribution to improvements in NPS and Financial Adviser Service Awards.
- Accountability and influence of key projects, ensuring these are embedded in to the business on time and on budget.

11/2011 – 03/2014 Manager, Commercial Banking MI & Data Services

- Recognised as a business leader and expert people manager, with appetite to progress to senior leadership positions, evident through selection onto the elite 'Commercial Leadership Programme'; a programme designed to develop and accelerate the top 2% of managers in the business.
- Key player in analysis, development and implementation of strategic business plans & policies as part of the Management Information (MI) Services Leadership team, ensuring organisational growth and targeting maximum cost effectiveness.
- Leading a team of eight senior analysts for delivering data reports, project support and MI solutions for all Commercial Banking stakeholders, both customer facing and back office.
- Successfully contributed to the creation of the centralised MI Centre of Excellence, with accountability for reporting to support sales performance and colleague remuneration.
- Provide insight and intellect in the creation and delivery of budgets, coupled with strategic planning and forecasting.
- Responsible for streamlining operations, simplifying processes and continually reinventing new suitable business operating models, in line with evolving business objectives and strategy.
- Designed and delivered a new performance management framework, providing transparency to colleagues and maximising output, performance and colleague development.
- Gearing the activities to plan, organise, & manage internal procedures and resources to ensure maximum productivity.
- Maintaining high service standards & practices and exercising quality control in all areas of service delivery.
- Responsible for the end-to-end process of recruitment, induction and training of new colleagues.

09/2010 – 11/2011 Business Performance Team Manager / Project Manager

- Leading a team of seven colleagues to provide reports, analysis and recommendations to the business.
- Responsible for managing a variety of business critical projects, with particular emphasis on organisation migration projects with key business deliverables, essential to the success of the Integration Programme.
- Successfully managed three workstreams of the Income Improvement Programme, involving regular MI production and analysis for better business decisions & initiatives.
- Conducting detailed analysis and review of financials, identifying trends and recommending solutions.
- Accountable for the testing and implementation of a new CRM system coupled with coaching and training of all team members.
- Relentlessly monitoring day-to-day operations at micro level, maintaining daily checklists and executing the tasks assigned in accordance with organisational standards.
- Providing decision support to senior management in the creation of business reviews and adhoc analysis.

12/2007 – 09/2010 BANK OF SCOTLAND

12/2009 – 09/2010 Sales Team Manager

- Leading a team of six relationship manager's, providing excellent service and sales to all customers.
- Responsible for managing key stakeholders within the Commercial Sales Unit and other business areas.
- Accountable for on-boarding new clients and cross selling banking products to existing customers.
- Developed and implemented sales activities to improve colleague confidence and team performance.
- Proactive people management, through smart objective setting, coaching sessions and motivational team meetings and sales initiatives.
- Developing and monitoring performance against key success metrics while identifying and mitigating risks associated with the bank's business plans
- Assisting Senior Management in creating strategic business and sales plans for business profitability.
- Working as the Deputy Head of the Not for Profit Department and coaching & training all team members

12/2007 – 12/2009 Relationship Manager

- Responsible for managing a portfolio of 200+ mid-high value Not For Profit sector customers and maximising deposit balances, value added income and managing credit requirements.
- Consistently developing new business, through prospecting, business development and expert presentation of financial solutions, tailor-made to the customers' requirements.
- Managing key accounts with a focused approach and nurturing relations for productive long term business relationships.
- Gathering customer complaints, conducting root cause analysis and initiating system/process changes to prevent recurrence.
- Reporting, sales planning and activity forecasting expert for the Not for Profit Sales Team.
- Line Management and Performance Management responsibility for business support colleagues.

Past Experience

08/2005 – 12/2007 HBOS PLC - Senior Financial Systems Administrator

01/2005 – 07/2005 HALIFAX PLC - Sales and Service Consultant

10/2003 – 10/2004 FORESTRY COMMISSION - Administration Officer

Education and Qualifications

Honours Degree: Master of Arts (Business Management and Marketing), Heriot-Watt University, (2003)

HNC: Cert HE (Sport, Fitness and Management), Open University, (2010)

A Levels: Business Studies, English Language, Religious Studies, General Studies;
Skegness Grammar School, (1999)

GCSE: Business Studies, Mathematics, English Language, English Literature, Religious Studies, History, Information Technology, General Science, Geography, (1997)

Key I.T. Skills

- MS Office Suite (Excel, Word, Outlook, PowerPoint) and key social media platforms.

Personal Details

Interests: Family, Football, Charity Work, Sport Studies, Golf, Health & Fitness

Other: Driver - Full Clean Licence
Manager and Chairman of an Edinburgh Football Club
Volunteer and Supporter of charity, Breast Cancer Now

REFERENCES AVAILABLE ON REQUEST