

John Waugh

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Profile

A versatile operations/technical manager with a professional engineering/IT background. A leader and confident communicator who developed these skills working at head of department level posts in the BBC and at smaller organisations, with teams sizes from 2 to 220. A practiced change manager with awareness of the importance of cultural factors.

A skilled project/programme manager and negotiator. Good analytical skills, quick learner, highly practical and driven by the desire to get things done and make things work better.

Developed presentation and influencing skills in both public sector and commercial organisations. Commercial awareness gained from management of own company. An MBA graduate with an on-going interest in the relationships between new technologies (such as web services and open source software) and competitive advantage.

Now seeking a role which will provide a challenge and the opportunity to combine my technical, project and people skills.

Skills

Leadership and Managing Change - proven ability to implement major change in organisation and culture (for example, implementing a 25% staff cost reduction at BBC Monitoring).

Communications – managing national, international and virtual teams, giving presentations, conducting training, managing Industrial Relations etc.

Analysis - strategic, evaluative and tactical appraisals. Strong commercial awareness and cost consciousness, and commitment to quality.

IT - Total professional competence in Word, Excel, Access, PowerPoint, Macromedia DreamweaverMX, FireworksMX, Flash, Homesite, Oracle 8i, MS SQL7, MySQL, Crystal Reports Developer, PHP, JSP, JavaScript, Java and VB/VBA, UML and C++ , XML applications, Web Services, MS Visual Studio.

Career History

Owner/Director – Sortique Limited, Henley, Oxon

2001 to Present

My own business start up, providing a mixture of web and database application development, management consultancy and training in IT/Technical and managerial subjects.

Achievements

- Established profitable contracts with main customers – with several repeat orders
- Web applications now developed semi-automatically using tools developed in house
- An open source e-commerce suite has been successfully adapted for UK business use
- Some 12 weeks training in UML, Java, Databases etc. completed
- Pride myself in excellent customer relationship management
- Several significant e-commerce projects completed – e.g. Musicghost.com

Applications Director, E-carisma Ltd, Reading, Berks

2000 to 2001

E-Carisma Limited developed software for deployment either at customer premises or for hosting over the web and rental payment using the ASP business model. Negotiation with existing and potential customers - providing consultancy service to help tailor ASP products to clients' working practices. Project Management - design and implementation of a change control database, and use of Prince 2 methodology. Led contact with offshore developers. Wrote data base application specification (inc SQL code) and defined business processes for development of new products.

Achievements

- Identified serious problems with product design and agreed programme to implement remedial action with development contractors
- Designed and developed bar-code functionality for asset management system
- Developed VB/Access models as a way to specify application operation to off-shore developers

Head of Resources, BBC Monitoring, Caversham, Reading Berks

1991 to 2000

BBC Monitoring is a business unit of the BBC responsible for providing an online news service derived from monitoring international media. Led department providing all support services to BBC Monitoring Journalists at Caversham and overseas. The line manager of 120 staff who provided these services. Total budget of £7.5m - approx. £4m operating and £3.5m capital. Responsible for capital programme, defining capital approval procedures, critical assessment of finance cases, and the all capital equipment procurement. Project sponsor for several projects, mostly of IT in nature with contract values of between £250k and £1m.

Achievements

- Established and trained a team of 5 project managers to provide BBC Monitoring with excellent levels of project procurement service – nearly all projects delivered on time, on budget
- Benchmarked all major activities against 'best in breed' in market place. Achieved savings of over £1m pa within 5 years, without any industrial disputes
- Established several improvements in IT systems, and in particular, sponsored successful IT projects to provide infrastructure for future multi-media working on journalist's desktops
- Won contract for BBC Radio output monitoring (blind tender against commercial competition)
- Obtained RoSPA gold award for Health and Safety management

BBC World Service Broadcasting, Bush House, Strand, London

1978 to 1991

Head of Operations, BBC World Service

1988 to 1991

Responsible for all operational staff based at Bush House, including 170 studio managers, and 30 control room staff. Introduced the first internal charging system for studios and studio managers, devolving a budget of £2.7m to users.

Various Roles

1978 to 1988

Progressed from trainee (apprentice) engineer through instructor and operations management roles in BBC World Service.

Education and Training

MBA (Henley Management College) – May 2004

Diploma in Management (Henley Management College)

3 A levels (Maths, Physics, Chemistry) and 8 O levels (Salesian School Chertsey)

Management Training Courses :-

Managing Time – Others/Self (Industrial Society)

Leadership in Management (Sundridge Park)

Business Process Mapping (TQM)

Selling for Support staff – (SMT)

Trainer training

Developing Leadership (Sundridge Park)

IT Courses :-

MS Access intermediate and Advanced
UML and OO design

Advanced C++ Programming

Java Development with Swing Technology

SQL Server 7 a Hands on Introduction

XML for B2B Applications

Crystal Reports – hands on introduction

Microsoft Project 98

C++ Programming

Java for C++ Programmers

Java for Web Application Development

Unix a Hands on Introduction

Oracle 8i – hands on introduction

BBC Courses :-

Departmental Management

Manager Development

Managing Diversity

Presentation Skills Course

Introduction to BBC Management

Intermediate and advanced Industrial Relations

A,B and C Radio Engineering Courses

Leisure

Interests include travel, cooking, DIY, technology, current affairs, reading, learning new skills, technologies and management practices. Currently learning French in spare time.

Additional Information

Full clean driving licence. Date of Birth - 11/06/1959. Prepared to relocate within Europe.