

John Franklin-Hackett BA (Hons)

KEY SKILLS AND ATTRIBUTES

Change Project Management
Leadership & Team Development
Coaching and Mentoring
Business Analysis
Stakeholder Management
Behavioural and Culture Change
Workshop Facilitation
Business Case Production
Accredited GC Index practitioner
Communication and Influencing

PROFESSIONAL QUALIFICATIONS AND MEMBERSHIP

B.A. (Hons) Business and Information Technology
Accredited MiRO Psychometrics Practitioner
Accredited GC Index Practitioner

CAREER SUMMARY

- Support SME businesses across sectors in developing teams of people who finish work each day, ready to do it again tomorrow
- Develop high-performing teams
- Provide assessment services for recruitment activities
- Accredited GC Index practitioner
- Coach & Mentor
- Advisor to business leaders

ELA Development

ODP Facilitator
Present

Franklin-Hackett Ltd.

Director
Jan 14

Executive Leadership Team Development with Telford & Wrekin Council, Birmingham Children's Trust, Birmingham City Council, Stroud District Council, Northamptonshire County Council, STFC
Associate Team Development with West Midlands ADASS, Northamptonshire County Council
Coaching reviews and Marketing Team Development with Recruitment & Employment Confederation (REC)

Partnership Development Programmes with Walsall Safeguarding Partnership
Development of HR and OD development Systems, CRM Development within Warwickshire County Council, Borough of Poole, North West Employers, West Midlands Employers: Within this procuring and implementing CRM System, and addressing and supporting with cultural and behavioural change issues.

Staffordshire County Council

Customer Services Manager - Development & Performance

Jan 13 - Aug 13

- Responsible for the efficient operation of the Customer Services service
- Responsible for 35 staff within the corporate Contact Centre, a Web Management team of 4 staff, a Post Team of 6 staff and 4 supervisors
- Delivered process improvement through the implementation of new systems and channel shift

Nuneaton & Bedworth Borough Council

Business Improvement Team Leader

Aug 05 - Nov 12

- Responsible for developing and improving Corporate Customer Services to resolve customer queries at the first point of contact
- Provided team leadership and day-to-day management for a Corporate Support Services team (6 staff), including Post, Scanning, Cashiering and Administration.
- Responsible for managing change programmes for individual services working through the Contact Centre.
- Responsible, as part of the Corporate Transformation Programme, for reviewing current working practices and supporting the organisation in making cultural and operational change