

Steven Evans

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Professional Profile

I am a Senior Operations Manager who has successfully delivered in the UK and overseas. Able to manage turnaround and transform finance, HR, communications, training and other services, including digital, I quickly master new situations and understand efficiency and impact can be improved without necessarily investing in new resources.

Having led teams of more than twenty and managed more than £25m p/a, I was appointed by NATO to a key leadership normally reserved for commissioned officers (the only such promotion within my command at the time), I bring my mix of relationship management, process improvement and care to all my activities.

Selected Achievements:

- Leading the communications overhaul of the Army Recovery Centre, a national service with more than 1,000 clients at any one in time in the UK, radically improving processes, working relationships and results.
- Managing an IT migration from antiquated legacy systems to SharePoint, leading a team of civilian experts, completing the work on time and within budget.
- Ensuring the risks resulting from the COVID pandemic and rising tensions in the Baltic region did not derail the senior leadership training component for a major multinational NATO exercise.
- Project managing several streams (financial, HR, immigration) of the international relocation of 650 service personnel and their families (2200 persons in total) from Germany to sites all over the world.

Having recently left my post in NATO, I am keen to find a new operations management role where my rich mix of abilities can tackle challenges, design solutions, deliver change and achieve lasting results.

Skills and Experiences: Operations Management; International Organisations; Stakeholder Management; Relationship Management; Project Management; Communication; Health and Safety; Risk Management; Budget Management; Financial Management; Appraisal; Planning; Design; Delivery; International Relocation Management; Change Management; Training and Development; Team Training; Performance Management; Reporting; Governance; Equality Diversity and Inclusion (EDI); Investigations; Process Improvement; Process Design; Process Management; Quality; Referrals and Assessments; Downsizing; Social Care; Defence.

Recent Career Experiences

2020-2022: Senior Operational Management; NATO Allied Joint Force Command (JFC), Brunssum, The Netherlands

JFC Brunssum is one of three operational-level headquarters in NATO and it executes and supports military operations within its assigned missions and tasks to pursue the legitimate interests of NATO Members and their partners.

My role was swiftly increased in scope and impact and I played an important part in organising the pre training for a major military exercise in the strategically vital Baltic region which took two years to plan. In particular, I was specifically responsible for identifying the skills shortfalls and needs of Key Leaders in order to plan and execute training specific for their future success.

Selected Achievements:

- Proving in my first months in the role I could undertake far more than the previously accepted level of accountability and promoting to be JFC Brunssum's only "Officer of Primary Responsibility" who was not a commissioned officer.
- Managing demanding stakeholders at every level in one of the World's most complex and multinational/multicultural environments, creating working partnerships facilitating the success of my work.
- Managing internal and external teams using a mix of media and IT programmes while coping with the successive impact of the COVID pandemic and rising tensions in Eastern Europe, ensuring neither derailed the project.

- Designing and delivering training packages for the exercise's key personnel preparing them for its demands.
- Establishing the role as an Officer of Primary Responsibility at NCO rank permanently, ensuring an end to the underemployment by NATO at JFC Brunssum of British soldiers and a future for them within meaningful positions.

During 2019: Senior Operational Management; Army Recovery Capability (ARC); Aldershot, UK

This was an operational effectiveness and HR turnaround and transformation challenge. ARC is part of the Defence Recovery Capability which is a MOD/3rd Sector Partnership providing support to all Wounded Injured and Sick (WIS) serving personnel (SP) to enable them to swiftly return to duty. I discovered a service crippled by antiquated technology, inefficient processes and a lack of focus on the welfare of its clients. I solved these issues and greatly improved the service provided to the management of the recovering Army personnel. In addition I managed a tri-service (Army, RAF and Royal Navy) contact centre, and successfully advocated changes which positively impacted on all of the British military.

Working with a team of 12, I worked with numerous military, civilian, business and charitable organisations to further the rehabilitation of these clients, creating the conditions that would most benefit them.

Selected Achievements:

- Scoped the challenges and designed the solutions, including successfully persuading the ARC's Commanding Officer to greatly expand my role, enabling me to work on the necessary turnaround.
- Designing and successfully advocating new policies and procedures, enshrining them in the Army's written doctrine, to ensure their impact and sustainability in day to day practice.
- Transformed ARC's communication with units across the UK, including presentations nationally focused on meeting leadership teams across the country to explain how working together could improve the care offered.
- Successfully improved the management of rehabilitation of around 1000 service personnel, engaging actively with units across the country on their behalf to improve the speed, appropriateness and quality of their opportunities.
- Improved and personally led ARC's external crisis management response, often to severe mental health episodes including suicidal ideation, leading to an enduring legacy of swifter, appropriate, intervention.
- Project managed a successful migration of ARC's IT systems to SharePoint, leading a team of civilian experts, improving knowledge management leading to better outcomes for the people being cared for.

2015-2018: Operational and Financial Systems Management, 35 Engineer Regiment, Paderborn, Germany

This was a major operational management role requiring a strong ability to deliver services for people, to work with complex systems and to lead projects. This was all for a major unit in the context of the British Army's withdrawal from Germany after a presence of more than 70 years. Supervising, training and coordinating the work of more than 20 HR specialists, I was not only responsible for public spending to approximately £4.5 million per annum but also for the financial, HR and immigration planning required for the international relocation of 650 military personnel and their families. I was also responsible for the management and governance of £1.2m in expenses and around £20m of payroll and allowances annually.

Selected Achievements:

- Scoping, designing and communicating the plan for the relocation of the staff and family members of 35 Engineer Regiment from Germany to Wiltshire in the United Kingdom.
- Swiftly adapting the project plan in response to three significant changes: Brexit and the UK Government's decision to disband the regiment (whilst also deploying subunits in support of two Overseas operations) and relocate its members separately to units all over the world.
- Ensuring that the 2200 staff and dependants of the Regiment were moved successfully, project planning and delivering travel arrangements, tax registrations, bank accounts, passports and visa's and other necessary provisions.

- Turning around the unit's financial management, ending two years of "blacklisting" by the MOD for unbalanced accounts, forensically examining previous accounts to locate the missing funds.
- Auditing around £1.2m p/a in expenses claims, identifying numerous flawed claims and instigating clawbacks.
- Successfully managing approximately £350k in boarding school fees ensuring that the education of 50 children could be safeguarded despite their parent's frequent relocations.

Earlier Career

My early career was spent employed with some of the Army's most capable front line units, including six years with the Army's airborne Rapid Reaction Force. My work subsequently diversified into operational and project management. This included HR roles with the Royal Engineers, Royal Signals, the Royal Welsh, the Army recruitment team, and extensive work as a highly qualified trainer of new recruits in their professional roles. In addition to my international assignments described above in Germany and The Netherlands, I have been operationally deployed seven times to the Balkans, Iraq and Afghanistan. In these extremely challenging environments, I continued to achieve high results. In addition, I have represented the Army competing in gruelling marathons across mountain ranges, learned to scuba dive and subsequently planned expeditions overseas while volunteering my free time to assist military charities.

Education and Professional Development

Prince 2 Foundation
 Prince 2 Practitioner (Ongoing)
 Agile Project Management Foundation (Ongoing)
 Agile Project Manager Practitioner (Ongoing)
 Chartered Management Institute Level 6 Diploma in Management and Leadership
 Defence Level 3 Award for Imprest Officers
 Defence Level 4 Certificate in Account Manager
 Defence Instructional Techniques
 Defence Train the Trainer
 Functional Skills qualification in English at Level 2
 Functional Skills qualification in mathematics at Level 2
 National Security Vetting – Secret
 NVQ level 3 in Business Administration
 Level 3 Certificate in Building, Installation and Property Maintenance Skills
 Full UK Cat B driving license (clean)