

John F. Brown

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A flexible, motivated, innovative and challenging individual, delivering a mixture of theoretical and practical solutions through varied strategies and methodologies within a team environment. An energetic and dedicated individual with the ability to translate extensive senior management experience with a newly established skill set and capable of making a positive, dynamic contribution to whole company issues.

MAJOR CAREER ACHIEVEMENTS

- Established good classroom culture with a working ethos enabling good learning and teaching, I promoted a confident and successful learning environment through the use of positive discipline. I believed this made my classroom an open, busy and enjoyable workplace.
- Worked autonomously within the highly regulated European Compliance Dept of the National Australia Group at Strategic level with Bank Chief Executives for agreement through a consultative approach and operational levels by persuasion for implementation and where they built into their complaints process an analysis and cost evaluation methodology on my influence for invaluable feedback.
- A track record of improving performance at the Royal Bank of Scotland e.g. they identified £250,000 p.a. saving from one process improvement implemented at my behest; another process improvement saw the average time taken in to complete the process drop from 16 days to 2 days; many other recommendations also fully implemented at their mortgage centre.
- Appointed as the senior management representative on Change Management sub-committee and other steering groups at LloydsTSB Homeloans which shaped and delivered business-wide transformation programmes.
- Directed resources of 100+ staff at various management levels at Lloyds TSB Homeloans, independently recognised by winning of the prestigious 1996 Quality Scotland Award for Business Excellence in the Service Sector.
- Developed and captured effective measurement and reporting systems for operational purposes to control workflow and drive down unit costs through TQM principles using continuous improvement.
- Took a proactive lead in Business process re-engineering concepts through a strategy driven approach that delivered productivity benefits to staff and the company.
- Provided guidance to a range of companies in Scotland on behalf of the Quality Scotland Foundation based on contribution made to previous Q.S.F. working party.

CAREER HISTORY

Retired

Kilmarnock Academy

Teacher of Business Ed

Sep2021-Present

Aug2018 – Aug2021

Teacher of Business Education mainly covering BGE and National 4 and National 5 classes.

Doon Academy

Teacher of Business Ed

Dec 2015 – Aug 2018

Teacher of Business Education from S1 to Adv. Higher level for all the Business Education subjects frequently teaching multi-level classes for very mixed ability pupils.

Kelvinside Academy

Teacher of Business Ed

Oct 2014 – Oct 2015

A maternity cover Teacher of Business Education from S1 BGE classes to Higher Business Management level, together with some general supply work and sports coaching. One pupil in my class achieved the top Higher Business Management mark in Scotland.

East and South Ayrshire Councils

Teacher of Business Ed and General Supply

Sept2006 – Dec 2015

Teacher of Business Education from S1 to Adv Higher level together with all Secondary schools subjects at all levels and abilities in the both the State and Private sector. During this time, I was involved in sports coaching at Wellington School, Ayr for rugby and athletics. These positions have been both contract based and ad-hoc. The majority in mainstream secondary schools with some time in primaries and in the special needs Park School and special needs unit within Queen Margaret Academy.

Probationer Teacher of Business Education

Aug 2005 – June 2006

PT absence required me to take responsibility for all the Scottish Qualifications Authority presenting classes including Higher Accounting, together with the management of the administration of the department.

Consultant

March 2002–Aug 2005

Self Employed Sales and Marketing consultant to a small Publishing Company.

The National Australia Group **Consultancy - Project Manager** **October 2001 – Feb 2002**
 Headhunted by Firm of Management Consultants to drive forward the introduction of a Pan-European Complaints Process to comply with Legislative and Board Reporting requirements complete with the resolution of the technological issues arising from the specification of system requirements within extremely tight timescales and derived from a detailed knowledge of the FSA. Working in the Compliance Dept.

The Royal Bank of Scotland Plc **Process Improvement Consultancy** **Feb 2001 – Sept 2001**
 Joined the Integration & Change team at the RBS Mortgage Centre supplying technical expertise and innovative yet practical solutions to re-engineer major processes across the organisation. Focused initially on “tactical” quick wins to be introduced with alignment, before suggesting a template for strategic approach to be built into process automation to make the organisation a world-class leader within their chosen market place. Contracted for 3 months, this was continued to an on-going basis due to the successes achieved.

Lloyds TSB Homeloans **1990 – Dec 2000**
 Part of the Lloyds TSB Group, Homeloans was a unique mortgage centre division concentrating on the provision of quality customer service to 250,000 account holders by 200 staff and £ 9 billion of assets. TSB Homeloans was established in 1989 to provide mortgage administration to 1,300 TSB branches across the UK. During 1990-96 their business processes were completely re-engineered, with the full co-operation of the staff, resulting in a productivity improvement of 117% and a fall in mortgage packaging errors from 70% to 3%. A brief summary of this project was published in a book in the Sunday Times Business Skills series.

Senior Operations Manager **1998 – Dec 2000**

- Managed and led teams of 100+ staff, including 6 unit managers.
- Created a call centre environment, providing major efficiencies to the operational activities and a template to be used throughout the Bank group.
- Actively encouraged the development of smarter working principles and practices through the promotion of the change management process.
- Re-engineered working practices through a quality driven strategy to back-office mortgage systems.
- Promote internal and external training for staff development.
- Assessed management performance with constructive feedback and 1:1 coaching.
- Streamlined processes and departments to increase effectiveness.
- Strengthened bonds between internal and external interfaces.
- Motivated and encouraged better performances from unit managers.
- Guided influenced and stimulated staff to achieve quality results.
- Maintained a regular communication forum with principal customers.
- Actively promoted the provision of Quality Customer Care and Service.

Mortgage Team Manager **1994 – 1998**
 • Provided a quality service through the whole life cycle from initial enquiry through to post closure.
 • Achieved the highest team training ratio throughout the company.

Project Manager **1992 - 1994**

- Successfully evaluated and implemented a replacement mortgage system
- Negotiated with outside suppliers in the provision of tailored system solutions.
- Designed and implemented full testing programme managing the testing team.
- Designed and delivered training programmes across the business.
- Re-wrote the mortgage lending criteria for TSB Homeloans.

Mortgage Team Leader **1990 – 1992**

Dunfermline Building Society **Branch Manager** **1986 – 1990**

Alliance Building Society **Development Representative** **1984 – 1985**

Life Association of Scotland **Business Analyst** **1983 – 1983**

Binder Hamlyn, C.A. **Accountant** **1979 - 1982**

EDUCATIONAL & PROFESSIONAL DEVELOPMENT

- PGCE in Business Studies, with Merit in Teaching.
- European Foundation for Quality Management - European & UK Quality Award Assessor.
- Chartered Building Society Institute - ACBSI awarded.
- Computers & Business Data Processing Course - Programming and Business/Systems Analysis.
- The School of Philosophy – Discussions on Practical Philosophy.
- University of Strathclyde - BA in Business Administration, Accountancy and Economics.

Development:

Computer literate; Effective Influencing Skills; Presentation Skills; Managing People and Performance; Innovative Thinking Skills; Personal Planning and Management; Project Management Methodology; Change Management; Introduction to the Deming Management Approach; How Leaders Manage Change and Create Company Cultures; Business Strategy for the Age of the Internet.

PERSONAL Marital Status : Married
Mobility : Full driving licence and own car.
Health : Excellent health - non-smoker.

INTERESTS & ACTIVITIES

An interest in most sports, rugby primarily. Time permitting, enjoy golf.

RUGBY CV

Player

Ayr, Ayrshire, Glasgow, National Trial, Scotland B. Set a new Scottish points scoring record for points scored in a season. Retired age 21 due to injury in 1979. Returned to play in early 1983 after two shoulder reconstructions for Ayr, Glasgow (v Llanelli and Cardiff), captained Co-optimists and on the Saltires tour to West Indies. Retired in October 1983 due to further shoulder dislocations for second time, until being persuaded to play again a few years later for the Scottish Classics v Wales, England, France and a USA team over a few seasons. Founder player in the Walking Rugby group at Ayr on a Monday morning started in 2021.

Coach

Started with Ayr 1st XV. Devoted 20 plus years to the development of future stars through rugby coaching. Completed the old SRU 3-year club coach award qualification. Attended frequent SRU coaching updates throughout the years and various coaching qualifications courses. UKCC Level 2 coaching qualification.

Director of Rugby

Position held at Ayr RFC and Ayrshire Bulls from 2021 until 2024. Completed the SRU Director of Rugby course at Murrayfield.

Administration

On the general, business and youth committees of Ayr RFC over the years. Committee member of The Saltires RFC, invitational select side. National Forum representative for Ayr RFC. Glasgow District Committee member. Director of the Ayrshire Bulls. Participated in various SRU conferences and road shows over the last 30 years. Recently appointed Board member for the new GREAT Charity.