

## MARY MCGEOWN

**Profession** Change and Project Management Specialist

### **Key Skills/Experience**

- Proven ability to lead and deliver complex projects to time & budget compliant with Prince 2
- Influencing & advisory skills
- Extensive public sector experience including 7 yrs with the NHS
- Excellent relationship management skills
- Experience of managing and delivering services within the framework of equal opportunities
- Analytic & problem solving skills
- Experience of fulfilling 'trouble-shooter' role and brief

### **Current and Recent Projects**

#### **Development of Transportation Operational Procedures – London Borough of Southwark**

The project involves the development and implementation of new operational procedures, the design of a programme management system and associated IT innovations, to support the development of a new Quality Management System. The Quality Management System will eventually be shared by two departments within the Council and a soon to be appointed Consultant.

#### **Development of Transportation Operational Procedures – London Borough of Islington**

The project involved the development and implementation of new operational procedures, the design of a programme management system and associated IT innovations, to support the Quality Management System. The approach has been facilitative, involving complex relationship management within a sensitive political environment with an emphasis on ownership and successful implementation.

#### **Strategic Project and Change Management - London Probation Service**

A variety of challenging projects were undertaken, including:

- Merton & Sutton Borough Unit - Merged two operational teams and re-designed business processes to achieve the most improvement across 21 business units in two of the three key performance areas during this period.
- Kensington, Chelsea & Westminster Borough Unit - Restructured resource deployment to maximize effectiveness in service delivery to prisoners & designed strategic plan to improve service to magistrates' court.
- Camden Borough Unit - Working as a troubleshooter in a challenging environment. Led a multi disciplinary team to implement a radical change plan to deliver significantly improved performance and cost savings. This included a project to achieve improvements specifically in the area of drug testing and treatment orders. The unit was significantly underachieving with a predicted end of year performance target deficit 40%. Changes to achieve improvements were delivered and by April 2004 (10 week timeframe) the annual target had been exceeded.
- Diversity Project Manager - As part of a corporate change programme, managed this strategic project designed to deliver 11 diversity strategies with associated training modules and implementation plans.
- Operational Restructuring Project - As a member of a project team, successfully delivered a programme of change to restructure service delivery across all 22 London borough units to align resource deployment with risk and business priorities. This was a complex Prince 2 compliant project, which impacted on all areas of the business and introduced radical changes to the organisational culture.

## **Employment History**

### **London Probation Area Criminal Justice Sector**

*Senior Probation Officer* over 3 years management experience with responsibility for managing teams of up to 12 staff at different locations across London, including roles as Specialist Programme & Community Partnerships Manager & Groupwork Programme Manager.

*Probation Officer* 7 years various locations in NE London – Generic roles & Group work specialism.

### **NHS and Social Services**

Previous significant employment with NHS (SRN 7 years) and Social Services.

## **Education/Training**

MA Change Management Brighton University Business School - (part time ongoing)

Diploma in Social Work/Certificate of Qualification Social Work 1992  
Middlesex University  
Tavistock Clinic – Children & Families Assessment  
BSC (Hons) Psychology 1985 University of London  
State Registered Nurse 1977 St Mary’s Hospital London W2  
Prince 2 Trained (Feb 2003) Microsoft Project/Windows 2003/Excel  
Leading & Managing Change Course – Brighton University, 2003-2004