**John Milsom – Cover Letter**

Following the announcement of widespread redundancies in my current organisation, I have decided to focus on a move back into an IT leadership role. The Head of ICT position at Story Homes I feel would provide an excellent opportunity for me to provide leadership, strategic vision and management of the ICT Team. I believe that my experience as Head of IT at Girlguiding UK (GGUK), the Lawn Tennis Association (LTA) and the Hospital of St John & St Elizabeth (HJE) and latterly as an IT Business Partner at KCOM is highly relevant to this position.

The key areas where I feel that my skills and experience are a good match to the role are set out below:

**IT Leadership/Programme & Project Management**

* Substantial experience of IT leadership & operational management experience across Commercial, Not-For-Profit and Healthcare sectors, including 10 years as head of department for HJE, GGUK and the LTA.
* Managed and developed teams of IT professionals ranging in size from 3 to 25, as well as extensive experience of managing outsourced service suppliers covering all aspects of IT activities.
* At GGUK, as part of a Service Transformation Programme which I led, created a ‘Projects Delivery and PMO’ function to ensure all projects across both IT and the wider organisation followed best practice methodology based on PRINCE2. This resulted in a succession of successful projects being delivered under my leadership across the business, including:
  + a major upgrade of the web based CRM/membership system, which included enhanced services allowing members to manage their subscriptions online
  + a new agile developed Intranet, based on SharePoint 2010
  + replacement of a legacy e-commerce application with a modern, flexible and highly usable third party solution built on Microsoft’s .NET framework. The solution not only reduced on-going costs but generated a significant increase in sales for the Trading arm of the Charity.
  + an innovative new digital application (‘Join Us’) which provided new capability for the organisation to improve the recruitment of members and volunteers
* Experience of creating and managing IT Opex and Capex budgets up to £1-2m p.a. respectively. As Head of IT at the LTA, GGUK and HJE, I had full responsibility of managing internal and third party spend for all major programmes of work during my tenure at these organisations.

• At HJE, I Programme Managed a wide portfolio of successful projects including the following:

* + complete replacement of legacy server and desktop estates with new server virtualisation and Desktop virtualisation technologies based on VMware and Citrix technologies respectively
  + the deployment of a new Business Intelligence tool (Qlikview) in the Finance department,
  + the implementation of a replacement core and perimeter network across the site, as well as a new firewall, upgraded VOIP and new Wi-Fi network
  + the implementation of the Mimecast Email Continuity/Security/Archiving Cloud based service as part of the organisation’s Business Continuity plans
* At KCOM, I successfully championed a major project to introduce an enterprise-wide Secure Email Encryption and Large File Transfer (based on Symantec and Echoworx services), as well as driving through changes to security policies related to the exchange of sensitive information sent and received from/to customers, partners and suppliers.
* Led on the definition of scope, vision and solution at KCOM for a new suite of Service Management & modules based on the ServiceNow Software as a Service (SaaS) platform.

• Major contributor to the development of KCOM’s new IT strategy based on a ‘SAP first’ approach.

**Skills**

* Extensive experience of developing and delivering on IT Strategies and Roadmaps – at HJE, I worked closely with the Senior Management team and the CEO to agree an overall 5-year programme of Strategic projects amounting to £5m+ investment. IT Strategy and Business Plan – this centred on the urgent need to replace failing IT infrastructure and to provide a foundation to run future applications, including a new Patient Administration System. The plan was approved by the Trustees of the business and the programme of work commenced in 2013.

• At the LTA, created a technology roadmap of IT projects aligned to the business strategy (Blueprint). This was presented to the Project Board which resulted in top level sign off for the investment. I also led a tender process to select 3rd party suppliers for the programme of work - this required me to negotiate costs and service levels with 3rd parties. I also created a Project Board comprising key members of the Senior Leadership Team to ensure all Roadmap projects were delivered to aggressive time, quality and budget targets

* At KCOM, I successfully achieved the ‘Emerging Leaders’ certification which covered a number of well-known management disciplines including Coaching & Mentoring, Delegation, conflict and Change Management, as well as gaining useful insight into the psychology of working with a diverse set of stakeholders using the ‘Insights’ model.