Craig Hewitt

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Personal Summary

An experienced and respected freelance and associate trainer working with some of the largest and most

prestigious Training Companies and Organisations in the UK. I have recently worked with OH Assist,

QA Training and TDP Development with clients including Royal Mail, DWP and HMRC.

My recent work has included working with Royal Mail as a lead trainer on a major program called Together for

Growth which was delivered to over 7,000 Managers and Union Representatives across the UK. I was then

asked to help deliver Royal Mail’s induction program to brand new recruits and various programmes for their

Management population. I have also been working with a company called OH Assist delivering a range of courses to Managers in DWP and HMRC focussing on Wellbeing, Change Bullying and Harassment, Managing Stress

 and Mental Health awareness.

Prior to working freelance I was a Senior Manager and Learning and Development professional,

working at Sage Group PLC a very successful FTSE 100 company.

My passion for developing people and delivering world class programs has earned me a reputation for

delivering inspirational, engaging and entertaining training. I believe in a practical and pragmatic

approach to learning, which is integral to the success of individuals and organisations and is aligned to

business strategies and objectives with tangible outcomes.



As a member of the Senior Management team for the Customer Services department within Sage

UK Ltd. I was accountable for all new hire recruitment and the development of over 500 people in our

award winning Customer Service department.

I led a team of over 40 expert trainers and coaches who delivered training and coaching on a wide range of skills. These teams focused on delivering comprehensive skills and knowledge training enabling our

people to deliver technical support for Sage Products and Services, and delivering an Extraordinary

Customer Experience to over 500,000 small to medium sized businesses. This support was a paid for

service and accounted for over £100m of revenue per year.

Achievements

* Lead facilitator on a major program successfully delivered for over 7000 people at Royal Mail.
* Designed and delivered Sage’s Leadership Development program ‘Aspire’ delivering a Net Promoter Score (NPS) of +98 from delegates and delivering a saving of £250k per year by replacing third party providers.
* Designed and delivered Leadership Development learning for new or aspiring Managers, which involved a talent and succession program, ensuring Sage could develop its own future Managers, which improved employee engagement scores and saved on recruitment costs.
* Responsible for Sales through Service program which added £7m revenue in the last financial year.
* Our recruitment, probation and comprehensive blended training programs, for which I was responsible played a significant role in the ongoing success of Sage including consistently delivering NPS scores of over +70 from our customers.

This has enabled Sage to win numerous awards over the years including;

* + European Call Centre of the Year 2010
	+ European Call Centre of the Year 2004
	+ North East Contact Centre of the Year 2004
	+ Personal Winner of Outstanding Training and Skills Development Solution North East Contact Centre Awards 2004
	+ European Call Centre Awards Best Customer Experience 2005

Skills

* Leadership, leading a team of experts and consistently gaining some of the highest employee engagement scores in Sage.
* Very experienced trainer with the ability to design bespoke and generic programs aimed at all levels, specializing in leadership, coaching, customer service, technical/software, culture and brand.
* Experienced presenter often invited to present to large audiences.
* My facilitation skills were often requested to help with strategy setting or problem solving sessions across Sage UK as well as facilitating large divisional and team building events.
* Very experienced in all aspects of the Training Cycle from training needs analysis, to design, delivery and evaluation.
* Proven consultancy skills especially in the arena of learning and development and customer services, called upon by all divisions within Sage UK and globally to offer guidance and best practice solutions.
* Skilled at designing accelerated and brain friendly learning solutions using 70:20:10 principles for learners at all levels.
* Building blended learning, e-learning and audio visual learning solutions.
* Coaching to Executive Level, having been selected to coach several members of the Sage UK executive board.
* Ability to liaise effectively with a number of external learning providers and manage budgets and relationships to ensure high standards are met and so that a full return on investment is realized.
* Proficient in MS Office.
* Proficient in the use of Sage Accounts and Payroll Software range.

Experience

**Training Associate Ongoing**

Working with a number of clients and training organisation including Blue Sky

and QA Training on contracts with Royal Mail and Worldpay,

Lead Facilitator/Tutor - TDP Development - August 2014 (13 month

contract)

Working as part of a learning delivery Team rolling out a major programme for Royal Mail called

"Together for Growth".

The programme is a major investment for Royal Mail with a target audience of 8,000 employees from

Senior Management to frontline staff.

The programme is a Culture Change program and is key to the future success of Royal Mail since

privatisation.

Consists of 3 x 1 Day Modules including:
Behavioural Change
People Engagement
Communication
Business awareness/competition
The role of the Regulator (Offcom)
Team Work

The delegates are a mix of Managers and Union representatives helping embed working practices which

support the Agenda for Growth Agreement, and the challenges of becoming a privatised business.

The programme has to date received excellent feedback and is now in its final phase. It involves a varied

and interactive learning style, without the use of PowerPoint and also uses work based learning between Modules culminating in a detailed action plan for all delegates.

Freelance Trainer/Consultant 2013 - 2014

Working on a Contract with Sage UK Ltd, delivering bespoke training to Sage Customers to help them

prepare and implement new Pension Legislation. This involved assessing customer requirements and

delivering learning solutions which meet their needs and ensure they are legislatively compliant.

Sage UK Limited (Sage Group PLC) 1988-2013

 “Sage UK are the UK’s leading provider of accountancy software and services”.

Learning and Development Manager 2003-2013

Working as a member of the Senior Management team within Sage’s largest division I was responsible for leading a department of 40 trainers, coaches and Managers. I also designed and delivered leadership

development programs across Sage UK offices and liaised across the organization to ensure that what

was delivered was always relevant, practical and added value to the business.

My team was responsible for delivering learning to over 500 people developing them to fulfil the Sage

vision to deliver an Extraordinary Customer Experience; this included all technical and product knowledge, legislation, systems and soft skills.

I was accountable for all recruitment into the customer services department, including designing

assessment centers and developing an apprentice program.

As part of the senior team I would help design our department strategy in line with the business vision and objectives. I would then develop practical learning solutions to meet the strategy whilst managing a training and education budget and liaising with learning partners when specific expertise was required.

Employee Development Manager 1999 -2001

Leading a team of trainers working across the UK to deliver learning which supported our Sales and

Customer Services departments, as well as ad hoc or bespoke requirements from the rest of the business which included delivering soft skills and MS Office training.

A key part of this role was to develop a portfolio of blended learning for any area of the business

covering both managerial and technical skills and included educational sponsorship, e-learning,

mentoring, coaching and self-development.

Project Lead 1998-1999

Due to huge growth and acquisitions I was requested to manage the Business Improvement Team

delivering a number of business improvement projects, including the implementation of a new CRM

system throughout Sage UK, which were all delivered on time and to budget.

Sage UK Training Manager 1996 – 1998

I reported to the Group HR Manager, responsible for all aspects of Training and Development across Sage UK offices. This role included designing a Company Induction Program for all new employees, managing a training budget of over £100k and carrying out a full review and training needs analysis of our

managerial and technical skills, delivering solutions to meet any shortfalls. This involved working with

several leading providers as well as designing, delivering and managing any training requirements where the expertise was in-house.

Trainer/Customer Service Senior Manager 1990 -1996

I was initially promoted to the role of Trainer to train all new people joining our customer helpdesk. This

role quickly evolved as Sage started its rapid growth and I developed the training department and

became responsible for recruitment and training as well as being part of the Customer Service

Management team. This period saw the helpdesk grow from 20 people to a department of over 200 with a fantastic reputation within the industry and excellent feedback from our customers, with retention rates above 90% and our service contract becoming the highest revenue stream in the business.

Technical Support Advisor 1988 -1990

Telephone based support, offering technical and legislation support on Sage business software range.

General Portfolio Insurance 1988 (6 months)

Financial Advisor - FSA qualified to advise and sell a range of financial products including Pensions and

Mortgages.

Sinclair & Collis (subsidiary of Imperial Tobacco Group) 1977-1987

Sinclair and Collis were the wholesale, vending and distribution division of Imperial Tobacco.

Internal/Systems Auditor 1984-1987

Implementing a major upgrade of our systems and processes and working as part of a team to move from over 40 branches UK wide into 7 Regional Distribution Centres. This involved extensive travel across the UK working on all 7 Implementations and being appointed as the youngest member to lead a full

implementation project having full accountability for the implementation and training for our South East Distribution Centre. Once the Project was completed the role was to audit and improve all systems and

processes across the Centres.

Computer Field Operator 1979-1984

Implement and train employees across the UK on their first computerized accounts system.

Accounts Clerk 1977-1979

Producing accounts information to Trial Balance level.

Professional Courses

 I have attended numerous courses over the years from some of the leading training organizations, these

include.

* Numerous Leadership programs.
* PLP – Train the Trainer course – to give me the knowledge and skills to coach our Executive team post their attendance at PLP.
* Managing a Training Department (5 day residential course)
* Emotional Intelligence
* Train the Trainer
* Coaching Masters
* Brain Friendly Learning
* OMS (profiling tool)

Qualifications

* Royal Society of Arts Diploma in Training Design and Delivery
* BTEC Diploma in Business Studies

Interests

* Music – watching live music and a keen singer/songwriter and guitarist, member of the Sage Choir.
* Comedy and theatre – attending performances and plays.
* Film and TV
* Travel.
* Sport – watching and playing football and following my sons sporting careers.