

MICHAEL WATTS

Let's connect—here's how to reach out to me:



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Today



Employment

Nov 2009

Nov 2009 - **The London Borough of Bromley**
present *Senior Planning and Development Officer*

Responsible for -

- Managing the Public Information and Engagement Team (5 FTE)
- Managing digital first improvement programmes and projects
- Content and Development Manager for a key Council website
- Managing the framework of engagement with service users and partners
- Managing internal communication mechanisms for the department

Apr 2007

Apr 2007 - **Department for Children, Schools and Families**
Mar 2009 *Consultant Commissioning Advisor**

Responsible for -

- Supporting the development of digital commissioning and procurement processes in other local authorities across London

Oct 2006

Oct 2006 - **The London Borough of Bromley**
Nov 2009 *Partnerships and Planning Officer*

Responsible for -

- Managing the Bromley Children and Young People Trust partnership
- Developing strategies and plans for the joint commissioning of services

Mar 2005

Mar 2005 - **Kent County Council**
Oct 2006 *Contracts Standards Officer**

Responsible for -

- Implementing business processes and documentation

July 2003

July 2003 - **Kent County Council**
Oct 2006 *Contracts Assistant*

Responsible for -

- Overseeing the domiciliary care contracts across the west Kent area

Mar 2002

Mar 2002 - **Medway Council**
July 2003 *Contracts Administrator*

Responsible for -

- Administering and monitoring social care contracts

July 2001

July 2001 - **Medway Council**
Mar 2002 *Support Services Assistant*

Responsible for -

- General administrative support and Personal Assistant

* part time secondment



Key skills

I would bring the following skills to your organisation -

1. **Leadership and team building** - including creating and nurturing a culture and shared purpose that keeps the team engaged and aligned and aiming to be *a great team*
2. **Digital transformation** - including creative and innovative digital solutions for all service and process channels, with assisted digital solutions as appropriate
3. **Website content and development** - including an ability to use web analytics and then understand what to do with the intelligence, a constant focus on 'user need' and experience, and high standards of content, style and consistent branding
4. **Programme and project management** - including Prince2 qualification, experience of leading change programmes, and implementation of self-taught Agile and Scrum processes and practices
5. **Unrelenting focus on improving services and processes** - including a constant eye on improving what services do and how they do it - and then reviewing, learning and refining
6. **Putting the needs of the user at the heart of all my decisions** - including having the ability and confidence to balance this with the need to achieve value for money

Key achievements - the following are some of my key career achievements

2012 to 2015 - Website development:

Reduced staffing requirements for the website support from 3.5 FTE to 1 FTE - whilst also increasing the annual number of unique visitors by 450% since 2012 and achieving a 65% reduction in the annual contract price

2015 - Social care assessments:

Reduced average staff time to complete social care assessments by an average of 1.5 hours per assessment in pilot phase - with an expectation that the final version will save a further 1.5 to 2 hours per assessment - a total of 30-40% saving in resource per assessment

2012 to 2015 - Team management:

Managed a team of 5 FTE consisting of full and part time, permanent and temporary staff - and created a culture and shared purpose that keeps the team engaged and aligned and aiming to be a *great team*—including the use of a digital team improvement tool, *Teamworks*

2012 - Partnership review:

Saved contractual costs of approximately 90% (£110,000), 81% (£30,000) staffing costs & 50% (20 hours) of Councillor time a year - whilst increasing the number of people that engaged in the consultation process by approximately 700%



Education

2010

BSc Open Degree

The Open University

2007

Prince2: Foundation

Maven Training

2005

Certificate in Community Care Contracting

University of Leicester

2004

European Computer Driving License

Kent County Council

2003

NVQ Level 3: Administration

Mid-Kent College

2001

GNVQ Advanced Business and A-Level Geography

Maplesden Noakes School

1999

GCSE

Maplesden Noakes School



Referees - available on request



Self taught skills and knowledge

- Agile management
- Behavioural insights
- 'Behavioural design' through habit-forming technology
- Coaching and mentoring
- Engagement, consultation and involvement
- Google Analytics
- Marketing, communications and public information
- Management and leadership theories, practices and tools
- Nudge
- Scrum
- 'What Works'

Contact me

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