



Senior digital programme lead with a focus on user experience

Providing specialised freelance services since 2005

Profile

A highly-able and versatile digital leader

Experience in a diverse range of sectors, allows me to always hit the ground running

Collaborative approach to successful digital transformational leadership, engaging with business stakeholders at board level, delivering 'fit for purpose' governance

Able to translate business requirements into tangible, user focussed and realistic technology deliverables

Key Skills

- Transformational Programme & Project Leadership
- Programme Mobilisation and Delivery
- Creating Innovative & Achievable Products
- Expert in User Centred Design Approach
- Best Practice Methods including Agile delivery
- 3rd Party, Vendor & Supplier Management
- Business Cases and Benefits Realisation
- Business Process Re-engineering & Delivery
- Team Leadership and Team Management
- Budgetary Management & Control

Career to date



Programme Management

Jan 2017 - Present
Sage

Interim Programme Manager leading the high-profile modernisation of Sage through the global rollout of a brand new frictionless and consistent browse and buy experience across sage.com.

- Created an effective programme governance and reporting structure
- Led a cross functional team of project managers, delivery teams, business change and readiness streams
- Oversaw the successful launch of the first phase to the US market



Programme Management, Stakeholder Management

Sep 2016 - Jan 2017
UKVI (Home Office)

Appointed to lead the creation, planning and delivery of all elements required to implement the new Immigration Act service

- Leadership and oversight of all work streams
- Focussed on streamlining existing process to include more efficient digital infrastructure
- Highly collaborative approach to service design and implementation

Defined the future of an internal tool within the Digital Transformation Consultancy

- Designed and led customer experience workshops to identify opportunities and strategic direction
- Made recommendations for the use and development of collaboration, social and personalisation



Home Office

**Programme Management,
Service Design****Mar – Sep 2016
Home Office**

Identifying, documenting and creating business cases for transformation opportunities not currently falling within any of the major IT, digital or transformation programmes in the Home Office

- Appointed to engage with all major areas of the Home Office to identify transformation opportunities
- Focused on identification of opportunities not currently within IT, digital & transformation initiatives
- Assessed commonalities between programmes and capabilities that could be effectively shared
- Top-level stakeholder engagement, ensuring buy-on at all levels and reporting on service design



THOMSON REUTERS

**Digital Strategy,
Management Consulting****Sep 2016
Thomson Reuters**

Reviewed and presented a consolidated digital estate strategy

- Reviewed the current digital estate and made recommendations for migration from parent company
- Produced plan and presentation for senior management

**Digital Strategy,
Customer Experience****Aug 2016
Sports Interactive**

Responsible for defining the optimum customer experience of the best selling game Football Manager game

- Designed and led customer experience workshops to identify opportunities and strategic direction
- Made recommendations for digital roadmap and online user experience improvements

**Programme Management,
Product Management**

**Sep 2014 – Mar 2016
Home Office (IPT Programme)**

Responsible for all aspects of programme leadership & roll-out, developing a case management tool

- Focused on delivery of solutions to replace legacy systems for UK Visa and immigration services
- Effectively balanced the needs of users, budgets, delivery pressures, technical limitations & roll-out
- Creation of a scalable, flexible product to meet organisational needs, rationalising legacy processes
- Subject Matter Expertise (SME) in the use and design of digital case management and case working



**Programme Management,
User Experience**

**Feb – Sep 2014
Marie Curie**

Appointed to lead all aspects of programme delivery of a digital transformation initiative

- Focused on delivery of a major user centred design website re-build, along with a new information and advice service
- £1m+ budgetary management, including management of internal resources and platform costs
- Leadership, management and control of a multi-functional team of 23+ staff and project resources
- Oversaw platform delivery and integration using technology including Episerver, CARE & Worldpay



**Project Management,
User Experience**

**Dec 2013 – Feb 2014
International SOS**

Responsible for all aspects of project management, including planning and stakeholder engagement

- Appointed to London-based project management role with a US-based digital agency business
- Focused on undertaking a 'Lean UX' discovery phase, along with follow-up design workshops



Project Management

**Oct - Dec 2013
Park Resorts**

Spearheading the agency-side delivery of a website refresh and renewal initiative

- Appointed to project management and leadership role to oversee delivery of a major project
- Drove a web portal refresh, including use of 'Lean UX' discovery, system concepts & wireframes
- Full remit for design, coding & other delivery resources, managing the project against timescales



**Project Management,
User Experience**

**May – Oct 2013
Santander**

Led the complete overhaul of the consumer banking website

- Appointed to drive the competitor research and user centred redesign
 - Hands on prototyping, production and delivery
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Programme Management

**May 2012 – Apr 2013
Shire**

Responsible for all aspects of programme management, business leadership and transformation

- Appointed to a major 14-month project, budget £1.9m to build a 'social intranet' portal for Shire
 - Engaged with programme leadership and the wider team in conceptualisation & delivery activity
 - Leadership, management and control of a cross-functional team of 11+ resources & project staff
 - Drove platform delivery / integration, utilising new technologies including MS SharePoint & SAP
 - Programme delivery and leadership, including project planning, scope, budgeting and deployment
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Royal Mail

**Programme Management,
User Experience**

**Oct 2011 – Apr 2012
Royal Mail**

Led the front-end portion of this major £4.2m+ transformation

- Managed the digital team through a transitional period of platform change & integration
 - Spearheaded delivery of a new public website portal, including front end design & content streams
 - Collaborative engagement with management teams, ensuring programme & business alignment
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For full details of career between 1999 and 2011 see AlexLangley.co.uk or find me on LinkedIn

Personal details

UK citizen

Flexible on location

Excellent references available on request