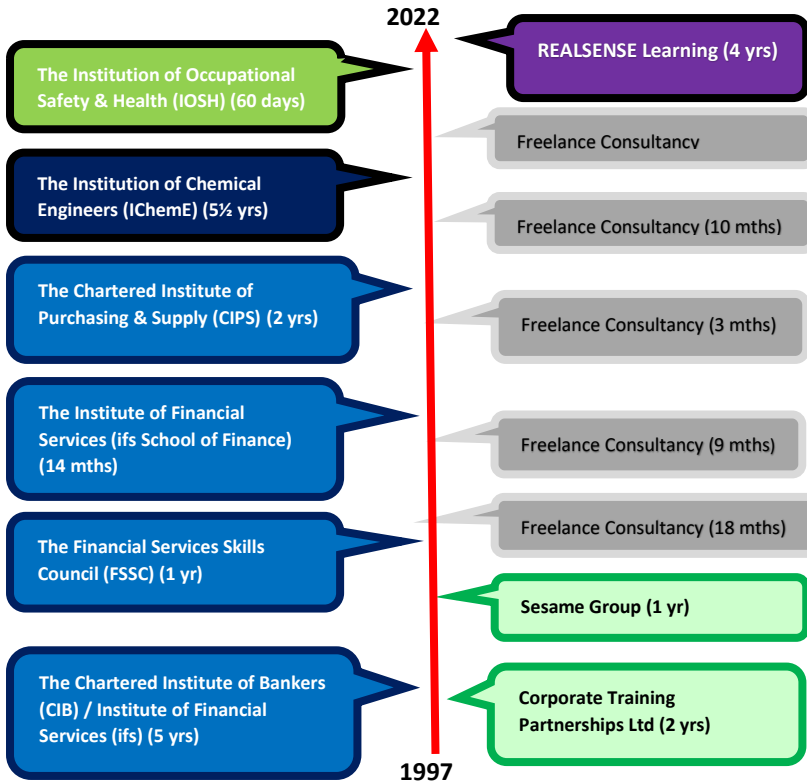


# Neil F. Young



## PROFILE



*Senior business development leader and strategic manager, having built an enviable reputation as an internal/external consultant*

*Proven record of achievement in customer service, business development, sales and employer engagement, and proven strategic and operational support to deliver improvement of sales and marketing drivers*

*Intelligently intuitive about B2B/B2C strategic and business development opportunities and networking*

*A highly proactive networking "hunter" who leads, coaches, manages and facilitates others to succeed with demonstrable career evidence of leadership; strategic thinking; commercial acumen; communication and networking skills*

## CURRENT POSITION



**RealSense Learning**  
**Strategic Business & Market Development Consultant**  
 Oct 2017 to date Contract 4+ yrs

Currently providing support on contract and helping RealSense from a strategic and operational perspective with their approach to the marketplace. Supporting their business development drivers to help the growth of the company.

## CONTRACT ROLE

**The Institution of Occupational Safety & Health (IOSH)**  
**Senior Consultant**  
 Nov 2019 to March 2020 Contract 60 days

- Centred around membership project/support work for Ireland Branches/Districts and Sections
- To work out the key issues and concerns via dialogue with the Irish Chairs and Committees
  - Provide a survey to engage with volunteers aligning with IOSH Strategy
  - Gather intelligence from volunteers highlighting key stakeholders for IOSH to work with
  - Create a report for Board Level approval on activities, success and challenges to enable strategic delivery of real value to members
  - Provide recommendations going forward re structure and support of the Irish Networks
  - Help review the financial situation of IOSH in Ireland

## PREVIOUS EMPLOYED ROLE

**The Institution of Chemical Engineers (IChemE)**  
**UK Membership & Market Development Manager**  
 April 2012 to Sept 2017 Employee 5½ yrs

- Management & leadership of team covering proactive account management of corporates linked to a more commercial outlook plus On Campus activities at universities. (Time split roughly 60% corporate engagement and management; 15% on campus; 10% member group support; 15% on sponsorship)
- Increased Accredited training schemes and Corporate partners (700%) as well as training income and bringing sponsorship income targets in-house
  - Created Industry Panel made up of over 60 senior chemical engineers
  - Improved student membership figures and increased "Get Chartered" applications measurably
  - Helping support 26,000 members in UK & Ireland
  - Working with 36 university chemical engineering departments

## EDUCATION



1969-1976 Altrincham Grammar (8 O & 4 ALevels)  
 1976-1977 Manchester Grammar (3 ALevels)  
 1977-1981 St Andrews University.....CeMAP Bridge; AFPC; CeFA; FPC

## KEY COMPETENCIES



**Customer focused networker and communicator:**

*Driven, motivated and innovative, a supreme hunter - with a reputation for "making things happen"*

**Leadership and management:**

*Managing with and through people, having built, led and developed effective, innovative, business orientated teams including: A Membership & Market Development Team at IChemE; 5 departments at the ifs; various sales teams; an operational processing department with 45 FTE; Training induction teams and a small marketing team*

**Business development / Account management:**

*Achievement focused; assertive and persuasive, able to negotiate and influence at all levels and build successful relationships*

**Strategic and entrepreneurial:**

*Business aware, creative and innovative*

**Superior service delivery:**

*Exceeds expectations measurably boosting growth and profitability*

**Motivator capable of engaging staff and volunteers**

*Gets the "best" out of people. Leads from the front. Highly self-motivated and a real self-starter.*

**Project manager:**

*Planned, organised, problem solving and technically astute*

## INTERESTS



- Family
- Sport – particularly rugby, cricket and golf
- Follow Northampton Saints, England and the British & Irish Lions
- Ongoing development
- Trying to get back to fitness after 2 knee ops!
- Trying to improve my golf handicap

# PREVIOUS CAREER HISTORY AND ACHIEVEMENTS



**Freelance: June 2011 to April 2012**

**10 months**

## The Chartered Institute of Purchasing and Supply (CIPS)

Senior Consultant – Customer Solutions

**July 2009 to June 2011**      **Employed Contract**      **2 years**

Role supporting re-structure/change, helping Institute to have a more proactive than reactive approach

- Achieved £3m training sales, not withstanding the financial crisis (Last sale >£1.5m)
- Strategic refocus to improve customer penetration through improved proactive account management

**Freelance: May 2009 to July 2009**

**3 months**

## The Institute of Financial Services (ifs School of Finance)

Corporate Relationship and Research Manager

**March 2008 to April 2009**      **Employed Contract**      **14 months**

Strategic role resurrecting organisations to create new business opportunities

- Enhancing RDR approach to drive the DipFA qualification – achieving £1m revenue opportunities
- Hunting for new business amounting to potential £1/2m increase in revenue for the CRM team

**Freelance: July 2007 to March 2008**

**9 months**

## The Financial Services Skills Council (FSSC)

Head of Employer Engagement

**Sept 2006 to July 2007**      **Employed Contract**      **11 months**

Management and leadership role responsible for a regional management team and head office function

- Defined / delivered a new employer engagement strategy refocusing on a more customer centred approach

**Freelance: April 2005 to Sept 2006**

**18 months**

## Sesame Group

**May 2004 to April 2005**

**See opposite**

**1 year**

## Corporate Training Partnerships Ltd

**June 2002 to May 2004**

**See opposite**

**2 years**

## The Institute of Financial Services (ifs)

Head of Business & Market Development & Head of the Regulatory & Retail Faculty

**June 1997 to June 2002**      **Employee**      **5 years**

- Leadership of 5 customer facing teams, including:
- Business Development; R&R Faculty; Training; Local Centres and Membership
- Created the R&R Faculty and it's Board with full accountability for business of £3.5m in the first year
- Created the strategic plan resulting in over £5m for a new mortgage qualification (CeMAP)
- Initiated, planned and developed the creation of a new specialist business development team

## Freelance FS Consultancy

Freelance work in between employed work

**April 2005 to April 2012**      **Self Employed**      **7 years**

- Negotiated and developed a strategic programme for delivery of quality, outsourced training support via personal trainer network (circa 500+ days) for Top UK Bank and a Large Insurance Company based around RDR Level 4 Training and Sales Excellence
- Board of Director Development/Support - Approved Persons' Responsibilities Training for Major Network
- RDR workbook/question bank creation + Update for IFA major support services provider
- Appropriate Risk Profiling support material production for Major Bank
- RDR Level 4 Training for a variety of IFA firms
- Personal technical training material and question bank production (including RDR)
- BDM support work and creation; update and sales of FS materials and questions
- FSSC accreditation preparation with FSA

## Sesame Group

Applications & Exits Manager

**May 2004 to April 2005**      **Employed Contract**      **1 year**

Responsible for application/exits processing and operational management of UKs largest IFA Network

- Built forward facing, customer orientated IFA service department
- Re-engineered and delivered a new robust, streamlined applications and exits process

**June 2002 to May 2004**      **Employed Contract**      **2 years**

## Corporate Training Partnerships Ltd

Business Development Director

Established business development of new, innovative, market leading FS training and compliance consultancy

- Launched offering to 40 major FS businesses, driving in excess of £3m income streams



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