

Richard Jones, B.Ed Hons

Personal Profile

Richard has been involved in training and development since 1988. Initially as a qualified Physical Education Teacher he worked closely with Brunel University and Surrey County Council to devise a series of benchmarking physical tests to measure cardio-vascular fitness and monitor skill levels in children. A project that was subsequently disseminated to all Surrey Schools, with Richard hosting “train the teachers” workshops. Linked to this published work he devised, implemented and monitored programmes of training and development with several semi professional sports teams.

In the past thirteen years he has led training and facilitation work for public service organisations in central and local government, health trusts and private organisations, delivering training to approximately 11000 delegates in groups ranging from 1 to 1 to conferences of 200+. His work has involved a wide spectrum of delegates from Permanent Under Secretaries and undergraduate induction to volunteers. Since 2008 he has been heavily involved with culture change in the public sector, identifying business issues in partnership with organisations and helping them change workplace behaviours. Additionally has acted as lead trainer on several programmes, inducting and mentoring other training professionals with particular successes associated with the Olympic and Paralympic Games of 2012

Specific Expertise/Relevance	<ul style="list-style-type: none">▪ Op Olympic - .LOCOG and MOD Richard has played an integral role in developing and training the military personnel deployed during the 2012 Games. The work comprised designing, delivering and quality assuring the highly successful military deployment of the London Olympic and Paralympic games. His personal responsibility was at a base in Hampshire where 2100 service men and women were effectively trained.▪ London Ambassadors – Greater London Authority. Richard was entrusted with the responsibility to designing and delivering the High Profile Olympic awareness training for all 750 fulltime city hall staff under the control of the mayor of London▪ London Ambassador Programme. Richard trained the well regarded London Ambassadors, in groups of 250, through a mixture of Olympic awareness and customer service skills.▪ Internal G4S work. Consulted on, designed and delivered; the “Step Ahead” (ILM accredited level 5) management development programme ;”Bridging the gap” a series of events aimed at giving colleagues in G4S Cash the first step into management.” Front line mangers” course aimed at embedding management skills within the supervisory tier, “Commercial Review Training” engaging more than 270 colleagues in customer skills and how to increase profit margins.▪ Ministry of Justice/Judicial Experience – Richard was part of the team selected to act as Coaches on the Recommending Magistrates for Appointment Training and has successfully attended four events.▪ Equality and Diversity - Designed and delivered various kinds of E&D courses to a broad range of public, private and voluntary organisations. Richard’s delivery spans the workplace spectrum from senior Home Office employees to plumbers as well as governing bodies of organisations▪ Management Development Programmes – Richard has been involved in the development and delivery of accredited ILM Management Programmes and delivered Management events accredited by the CMI. Richard has also led a team of colleagues through a consultancy process culminating in the delivery of a bespoke Management Development project with Halton Housing Trust. This substantial and ongoing, ILM accredited, project involves the training, coaching, 360 degree assessments and mentoring of 72 Leaders and Managers▪ Customer Service Training - Developed customer service training
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	<p>solutions with a number of organisations including, MOD, Halton Housing, Sheffield Homes and Rosebery Housing Association.</p> <ul style="list-style-type: none"> ▪ His training is based on the ability of colleagues to influence business success and is always well received. ▪ Police Experience - Facilitated sessions with senior managers within the Serious Organised Crimes Agency ▪ Defence Experience - Delivered training within the MOD for 8 years, working at each of the MOD's regional centres as well as many service bases across the UK. Also delivered a suite of management and facilitation events, equality and diversity training for all grades, Selection interviewing, coaching, stress management and customer service training ▪ Housing Experience - Extensive expertise and knowledge of the Residential housing sector, particularly dealing with the training and development of Residential Social Landlords ▪ UKBA Experience - Extensive experience working within the UK Border Agency, designing and delivering equality and diversity training for senior managers, management development skills, interviewing skills. Additionally he is currently working with the office of the Children's Champion to train UKBA staff in safeguarding and promoting the welfare of children
Clients include	<ul style="list-style-type: none"> ▪ Ministry of Justice ▪ G4S Cash ▪ G4S Secure Solutions ▪ Locog ▪ Greater London Authority ▪ Hexagon Housing ▪ DWP ▪ Cabinet Office ▪ Home Office ▪ Inland Revenue ▪ Havering Council ▪ Bacardi – Martini UK. ▪ MoD ▪ UKBA ▪ Serious Organised Crimes Agency ▪ Halton Housing Trust ▪ Rosebery Housing Association ▪ MBDA Missile systems ▪ Assystem ▪ United Utilities ▪ Hilton Hotel Group
Employment History	<ul style="list-style-type: none"> ▪ G4S Assessment Services - Associate Trainer/Consultant ▪ The Development Company ▪ RHJ Solutions Ltd – Managing Director ▪ London Borough of Barking and Dagenham – Consultant ▪ Lead Consultant – Halton Housing trust ▪ Ski company – Senior Resorts Manager (Pila, Courmayeur, La Thuile)
Education and Qualifications	<ul style="list-style-type: none"> ▪ BEd Hons (Physical Education and Information Technology) – West London Institute of Higher Education ▪ Qualified BASI ski instructor ▪ qualified teacher with CRB clearance