



PAUL F GILL

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Personal Statement

As a conscientious and professional National Technical Manager with extensive experience in leadership and coaching, my role includes supporting individuals to manage and meet both departmental and personal targets. I pride myself on being a highly organised and efficient individual with great passion for both my employer and my position. By utilising a professional approach in all aspects of my role, I have led several projects which have yielded excellent results including a successful drive to reduce costs whilst also increasing efficiencies in the technical department. My passion for leadership and development extends beyond the workplace, including writing blogs and getting involved in online discussions and forums around coaching and leadership of people. Being a strong advocate of continuous learning, and recognising that learning is a joint responsibility with the emphasis being on the individuals' initiative to learn, I believe that we are each in full control of our own progress and development and is something we should all fully embrace.

Key Skills

- Health & Safety management across the MPDS division
- Excellent Leadership, Coaching and Management skills
- Competent demonstration of Grievance & Disciplinary, Return to Work discussions and Performance Management
- Clear and concise knowledge of Health & Safety at work, accredited to IOSH level
- Excellent communication skills, both written and verbal
- Ability to forge high performing working relationships with colleagues at all levels up to Board level and CEO
- Organising and delivering on key projects such as Health & Safety, Pay Grading and Structure, Cost Control and Implementation of Efficiency Projects and various Learning & Development projects across different departments (Reduced Cost Per Visit for every call from £69 per call to £35 per call over a 14 month period)
- Fully qualified First Aider, proficient in deploying an Automated External Defibrillator and effective provision of Cardiopulmonary Resuscitation as part of Basic Life Saving training with St Andrew's First Aid

Employment History

National Technical Manager, SCC Managed Print & Document Services (formerly M2 Digital LTD), UK Wide (April 2017 - Present)

Achievements and responsibilities

- Support, coach and lead a team of 7 Regional Technical Managers who further support 86 Technicians UK-Wide
- Successfully driven various efficiency projects within the department as well as head up cost control programmes
- Support a vast array of clients include bluechip and FTSE 100 businesses within the UK totalling over 35000 devices
- Oversee the P&L and Budgetary requirements for the department and lead Regional Managers to support this on a local basis to meet targets and operational requirements
- Managing Key Performance Indicators to ensure that the Department is operating within financial and contractual requirements
- Ensuring all technical staff, both directly and indirectly through the Regional Managers, are competent and proficient enough to carry out their roles
- Review existing policies and plan to improve quality management systems

Regional Service Manager, SCC Managed Print & Document Services (formerly M2 Digital LTD), Scotland (December 2006 – April 2017)

Achievements and responsibilities

- Constructed a team from the ground up to a current head count of seven engineers across Scotland mainland, highland and islands
- Helped provide a safer working environment by taking ownership of health & safety across all regional offices, also created our M2 Colleague Site Safety Booklet for distribution to both staff and clients
- Implemented ASP accreditation with Xerox across Operations to become a Xerox partner
- Implemented Field Service reporting system for engineer feedback covering all eventualities during engineer daily tasks
- Daily management of engineers and their activities including stock management, technical escalation and all other manner of responsibility
- Support a vast array of clients include bluechip and FTSE 100 businesses within Scotland totalling over 2000 devices
- Day to day management of the M2 Scotland regional office, ensuring all aspects are supported where required
- Oversee all partner training portals for all service related staff circa 250. Ensuring that administration across Ricoh, Canon, HP, Xerox and Health & Safety is up to date and technical development is supported at both company and individual level

Field Service Manager, NRG LTD (Now Ricoh UK LTD), North East & North West (January 2004 – December 2006)

Achievements and responsibilities

- Managed and supported two teams of engineers separately over this period. One in the North East and following significant success, was requested to take ownership of the North West
- Improved servicing efficiencies over a period of 12 months for the North East and almost 3 years for the North West
- Managing stock control and implementing projects to reduce RTF and High Call rates
- Facilitating regular team meetings to discuss performance and productivity
- Organising and attending service review meetings with clients to discuss and rectify any concerns around service performance

Technical Trainer, NRG LTD (Now Ricoh UK LTD), Manchester (December 1998 – January 2004)

Field Service Engineer, NRG LTD (Now Ricoh UK LTD), Manchester (January 1996 – December 1998)

Previous Employment details available on request

Education

Hulton High School

(September 1980 – June 1985)

CSE Grades:

Social Studies – 2	Design & Craftwork - 2	Commerce – 3	Art & Design – 3
Mathematics – 3	English Language – 3	Physics – 4	English Literature – 4

Academic Qualifications:

MANAGEMENT QUALIFICATIONS -

ILM Level 3 (2012)
EDI Level 3 Management Principles (2011)
Advanced Level in Management (2013)
NVQ Level 3 Management (2012)
Level 3 NVQ in Management (2012)

PEOPLE MANAGEMENT QUALIFICATIONS -

ACAS Performance Management (2012)
ACAS Return To Work Interviews (2012)
ACAS Grievance & Disciplinary (2012)
ACAS Conducting Disciplinary Investigations & Hearings (2016)
ACAS Managing Long Term Absence and the new Fit For Work (2016)

IT & NETWORKING QUALIFICATIONS -

Microsoft - MCP (2014)
Microsoft - MTA (2014)
NVQ Network Support Intermediate
Level 3 Diploma ICT Prof Competence (2014)
Level 3 ICT Systems & Principles (2014)
Level 3 Networking Principles (2014)
Advanced Level in IT Software (2014)

TRAINING/FACILITATING QUALIFICATIONS -

COLF (Certified Online Learning Facilitator) (2012)
Ricoch Train The Trainer Accredited
Canon Train The Trainer Accredited
MLPI (2014)

MPS & INDUSTRY QUALIFICATIONS -

Ricoch Accredited to High Volume
Canon Accredited to High Volume
Canon Accredited Advanced Level (2016)
Comptia PDI+ (2009)

SAFETY QUALIFICATIONS -

IOSH (Managing Safely) (2018)
Manual Handling ROSPA (2016)
Electrical Safety ROSPA (2016)

Personal Achievements:

Accredited First Aid CPR (Current)
Accredited First Aid AED (Current)
Accredited in Leadership and coaching with Avante Consulting (2012)
Assistant Commandant with St Andrew's First Aid
Full Clean Driving Licence
British Sign Language Course at SVQ level (2016)

Hobbies & Interests

I am a keen player of golf and have also spent a number of years in the voluntary sector supporting St Andrew's First Aid organisation as a First Aider through to the privileged position of Assistant Commandant, which whilst challenging and enjoyable I also found leading a group of unpaid volunteers as opposed to paid staff a very testing but rewarding experience. I am a keen DIY enthusiast and happy to turn my hand to anything around the home. I am currently the Chairperson for my Daughter's High School Parent Teachers Association

References

Mr Anthony Foster
Technical Director
SCC Managed Print & Document Services LTD
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Mr Jonathan P Smith
Regional Technical Manager
SCC Managed Print & Document Services LTD
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