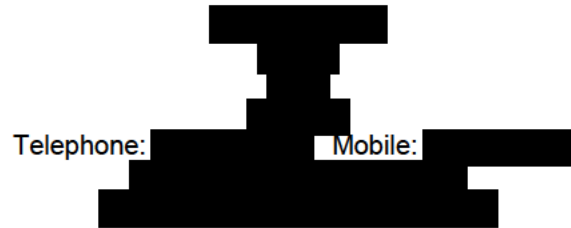


## David Paul Monkhouse



### Capabilities:

#### Strategic Planning

- Identifying innovative strategies and solutions to satisfy the customer and optimise performance.
- Assisting organisations in formulating and implementing company strategies, and advising them on Health and Safety, customer experience and stakeholder perception implications.
- Appraising and reviewing performance of organisations and individuals.

#### Management

- Managing, motivating and training colleagues to achieve company targets and standards.
- Leading a team by example, monitoring progress and generating ideas.
- Listening to other people's ideas and developing them further.
- Organising and planning in order to maximise efficiency and performance.

#### Communication

- Building and maintaining good relationships with colleagues and stakeholders.
- Listening to colleagues, board members and customers and advising them on issues raised.
- Contributing ideas to teams to ensure that goals are achieved and deadlines met.
- Conducting research and creating valid questionnaires.

## **Personal**

- Showing resourcefulness and versatility in responding to changing demands and opportunities.
- Presenting to all levels of colleagues up to and including board level and external clients.
- Demonstrating a positive outlook, maintaining a “can do” attitude in the face of obstacles.

### **Director – Leisure-net Solutions [www.leisure-net.org](http://www.leisure-net.org)**

**01.04.14 - present**

I merged my consulting business with leisure-net in order to offer my clients greater insight and to enhance the development of the training and development arm of Leisure-net solutions. We manage the National Benchmarking Service on behalf of Sport England, are joint partners in the delivery of Sport England's Quest quality mark, <http://www.questnbs.org/> deliver insight and research for major contractors, the London Legacy Development Corporation and a number of Trusts. We have completed business development projects with Sheffield International Venues and British Rowing. Our customer insight platform is used by 750 centres and I have recently developed a suite of on-line training. Leisure-net is an accredited user of the Net Promoter Score. We run an annual buyer meets supplier networking event <http://active-net.org/> attended by 150 decision makers in the sector. We are currently the 'critical friend' of the University of Portsmouth £53m sports facility. Over lockdown we have surveyed 112,000 fitness and swimming lesson customers providing insight to representative organisations, Government and individual operators and carried out stakeholder consultation with 5 Local Authorities looking at new builds or procurement.

### **Member Elected Trustee – Chartered Institute for the Management of Sport and Physical Activity and chair of the Audit and Probity Committee. 2015 - Present**

### **Director – David Monkhouse Consulting**

**12.06.07 – 01.04.14**

Created own consultancy firm offering quality solutions to the Leisure industry. Delivery of training seminars on Customer Care, Health and Safety, Time Management, Kick Start and Quest Internal Assessors. Worked with SkillsActive and Sport England as a Work Force Development Resource in Yorkshire and Humber. Act as the Client Monitoring Officer for Mid Bedfordshire District Council. Current projects include Change management and restructure of Loughborough University's Sports Development Centre, the construction and delivery of a Duty Manager development programme for Leicester City Council and the supporting via risk assessment and training of teaching assistants, the integration of disabled children into main stream education. I delivered change management projects with Warwick University Sport and Wolverhampton Council Leisure Services. I created and delivered customer experience training via the BEE programme with a number of authorities and the London Legacy Development Corporation.

### **QUEST EXTERNAL ASSESSOR**

**June 01 – present**

- Quest is a nationally recognised quality service award with over 1050 accreditations. I have assessed 220 different sites (failed 4). Have always received excellent feedback from Centres and the colleague teams.

**UKActive Code of Practice Evaluator + outdoors****June 08 – present**

- The UKActive COP is an evaluate code for Health Clubs and Fitness Clubs. I have carried out 100 evaluations to date.

**UKActive Flame assessor****April 11 - present**

- UKActive Flame awards are the industry standards for performance in fitness clubs across the country. I have assessed 50 clubs and have assessed all category awards (Go Green, Healthy Partnerships, Active Workplaces etc.)

**SPORTS & LEISURE MANAGEMENT LTD****Group Customer Service Manager****May 01 – June 07**

SLM managed 56 leisure facilities on behalf of 13 Local Authorities. My role as Group Customer Services Manager was to provide advice and guidance on all aspects of Health and Safety, quality service and Personnel management ensuring that the organisation meets its legal obligations. My key objectives are to improve service quality and the retention of colleagues through training and development.

**Major Achievements:**

- Wrote and implemented a Health and Safety policy manual currently in operation at 56 sites which includes standard daily safety operational checklists to improve Health, Safety and standards inspection.
- Improved customer service through developing standards, introducing mystery visits and supporting sites through Quest which has been achieved by 30 sites to date, one of which has third highest score in country.
- Responsible for establishing and maintaining personnel management guidance manual. This includes templates on recruitment and selection, appointment and contracts, performance management, personnel development, grievance and discipline and personnel records.
- Implemented a training and development process for all colleagues from induction to advanced management development. This includes standard inductions, company orientations, Health and Safety such as Control of Substances Hazardous to Health.
- Delivered Service Excellence Programme and Management Development programme alongside an external consultant to 40 Managers. The creation of a programme to train colleagues to deliver on site training covering: customer interaction, service quality and magic moments and understanding how service effects the customer's experience.
- Coordinated three successful re validations of the Investors in People standard.
- Review of all standards and the communication of continuous improvement to Board and Business Development Team.
- Lead signatory for all Criminal Records Bureau Disclosure applications.

- Instigation of NVQ agreement with Lifetime in Operations, Fitness, Customer Care and sales that lead to 130 successful accreditations and a further 120 colleagues studying for award.

### **BOLTON METROPOLITAN BOROUGH COUNCIL**

**Operations Manager**

**Apr 97 – May 01**

#### **Before April 1997**

Employed within Local Authorities in various operational management roles including Wychavon District Council, Gloucester and Worcester City Councils.

#### **EDUCATION AND QUALIFICATIONS**

- MBA in International Sports Management at Loughborough University
- Chartered Fellow CIMSPA
- Effective Chair Programme - Sports Governance Academy
- Preparing to Teach in the Lifelong Learner Sector Level 4
- Assessor qualified to D32 and D33
- Quest External assessor
- Fitness Industry Association evaluator
- Diploma member of the Institute of Sport and Recreation Management
- NEBOSH Health and Safety Certificate
- Diploma in Management Studies
- Certificate in Management Studies
- City & Guilds Recreation and Leisure Studies

PERSONAL

Date of Birth: [REDACTED]

REFEREES

[REDACTED]

[REDACTED]

[REDACTED]

# Equal Opportunities Monitoring Form (Confidential)

All applicants have the right to be treated with fairness and equity. We will not therefore, discriminate against any person because of their sex, transgender, religion or belief, race, age, disability or sexual orientation.

To enable us to monitor our recruitment process, I should be grateful if you would complete this form. As with all information you give us it will be regarded as strictly confidential and will be separated from your application.

