

Simon Clark

Delivery | Project and Programme Management | Change and Transformation | Leadership

Email: simon@simonmclark.co.uk

Mobile: 07885 466614

Location: York, UK

LinkedIn: [linkedin.com/in/clarksi](https://www.linkedin.com/in/clarksi)

Professional Summary

A proven leader in enterprise-scale Agile delivery and professional services with over a decade of experience across SaaS, financial services, and regulated FCA industries. Adept at embedding scaled Agile practices, introducing appropriate programme governance, knowledge sharing through brown bag workshops, and aligning delivery, product, and engineering functions to achieve OKR-driven outcomes. Skilled in driving transformation through governance, metrics, and team coaching, Simon brings a strong track record of improving delivery predictability, fostering collaboration across global teams, building trust with client stakeholders and enabling organisations to achieve ambitious business goals.

SKILLS

- **Project Management/Change Delivery** – Experienced in delivering change. Qualified in Prince2, Agile/ Scrum and MSP. Practical experience of Waterfall SDLC. Agile via Scrum and team coaching, mentoring and monitoring.
- **Ex Developer** - Simon has a good grasp of technical delivery and the challenges teams face.
- **Organisational Skills** – Excellent planning and organising skills, instrumental in delivering various large change initiatives and projects to tight deadlines.
- **Communication** – Able to communicate effectively and confidently, tailoring information according to the audience, from C-level, team members and 3rd party suppliers.
- **Technical Proficiency:** his background in software development gives him a strong understanding of technical concepts and allows him to effectively bridge the gap between technical and non-technical teams.
- **Analytical skills** – Ability to interrogate and analyse data, focusing on quality delivery and process improvement with tangible business benefits and work with subject matter experts to investigate, document and enable the most appropriate solution.
- **IT Skills** – Experienced user of Microsoft Office packages, including Visio, Excel, Word, MS Project, PowerPoint and Power BI. Experienced user of ClickUp, JIRA, Trello, Confluence.
- **Accuracy** – High level of attention to detail in all aspects of the above to ensure maximum value and business benefits are realised.

EDUCATION

- Higher National Diploma in Computer Science and Software Engineering
- Certified ScrumMaster (CSM)
- Certified Prince 2 Practitioner
- IC Agile Certified Professional
- MSP Foundation qualification
- ILM Level 3 – Leadership and Management. (Leeds Beckett University 2017)

WORK EXPERIENCE

Flexys Solutions Ltd (Financial Services), June 21 to Present

Head of professional Services (Contract then Permanent)

Flexys is a FinTech company with its own SaaS, cloud-based application which operates in the Debt Management and Collections space. Simon has led and mentored the Professional Services team, delivering bespoke configurations of large-scale products and services to new and existing clients. Delivery projects range in complexity from a few months to 12-18 months. His team is made up of Product Consultants, Solutions Consultants, Business Analysts and Project Managers.

He is responsible for all Client projects and deliveries and acts as a point of escalation for sponsors. Due to the high importance to the business, he still actively manages some large key account projects. He writes Statements of Works, facilitates Discovery sessions - discussing both technical and non-technical requirements, refines contracts for PS scope, sets up project teams and ensures Client expectations for quality, governance and project delivery to time and budget are met.

Achievements

- Successfully delivered large Agile transformation projects to Water Companies, Utility companies, Retail organisations (integrating with Mambu core banking), Banks and Motor Finance Organisations. Each project was a unique and bespoke implementation involving multiple integration points such as Kafka, AWS Eventbridge, Product APIs and file based integration.
- Implemented delivery metrics and dashboards (e.g. chargeable utilisation and non-productive utilisation) to inform executive decision-making and improve forecasting and profitability accuracy.
- Project integration experience with Mambu, Checkout.com, Worldpay, Acquired and Twillio.
- Defined and implemented a new approach for consistent, repeatable delivery from Pre-sales into Projects and then into Support (BAU).
- Introduced new company governance standards throughout the project and programme lifecycle.
- Improved profitability by defining a new change process to capture change more effectively and define in-scope and out of scope work, this led to an increase of between 20-30% in NRR from capturing undocumented change.
- Introduced a review to check performance against work tickets and estimates. This led on average to a 20% reduction in rework per sprint by improving ticket quality and recorded information.
- Created project collateral documents to ensure consistency in the handover between Projects and Support.
- Established a supportive team environment to train, mentor and develop teams.
- Member of the SLT.

HMRC (Public Sector), Dec 20 to Jun 21

Project Manager - Contract

As part of the Maritime readiness team as an Operational Readiness Manager, Simon worked with border locations to support them with decisions about their Customs Controls Model, how they would operationalise this model at their location with new systems and ensuring they were compliant for revised full Customs Controls in Jan 2022. This required working with other government departments, including Border Force, Policy and Legal and Port Readiness colleagues and delivering systems and processes within the GDS framework.

Achievements

- Introduced Agile principles and coached and mentored teams in best practices and the introduction of Agile and Scrum in particular.

- Produced AsIs/ ToBe process maps in Visio, showing key Customer Journeys and changes to business working practices for Customs Controls.

The Moody Child Ltd (Web and Software Development), Dec 19 – Present

Company Director

Simon started The Moody Child and worked from home for a year, designing, developing and maintaining websites for small businesses; offering full design services, web development, site hosting, email and domain name services.

Achievements

- Setup and ran a new startup during the Covid pandemic to help support my family.
- He currently manages 25 websites part-time

Tracsis PLC (UK Rail Transport), Nov 18 – Dec 19

Senior Programme Manager

Managed and delivered a large operational change programme relating to 4 large Train operating companies across the UK. This involved implementing a new product, with multiple integrations to allow rolling stock managers an efficient way to manage their staff and rolling stock across the UK network

Achievements

- Established a PMO to add a consistent approach to project delivery and governance across projects to remove unnecessary processes and aid cross site communication
- Setup Programmes communication channels, new team structures, KPIs and reporting methods for the Programme
- Produced and maintained the top-level Programme Plan to give overall direction to the teams and stakeholders
- Facilitated workshops and focus groups to understand and document current business processes and to capture early-stage user stories for user requirements

Signature Rail (International Rail Transport), Ltd Jan 12 – Nov 18

Programme Manager

Transformed a failing project and client relationship, where after 3 years the project was behind on its deliveries. The client was the Department of Transport in Victoria, Australia. Re-building the clients' trust, he eventually took over the Client account and all of the projects in Australia. This led to onboarding clients and projects in the US and Oslo, Norway. My P&L contained 5 Clients worth £1.5m ARR.

Achievements

- Led the development of a web application project to support the introduction of new high capacity trains, new track and new stations in Melbourne. This involved working closely with end users, 3rd party software companies for data integrations and remote development teams.
- Managed the development of a new Angular.js web app in Oslo. This app was delivered using a Scrum approach, a first for our company at that time. Time to market was less than a year delivering early business benefits.
- Implemented the use of Agile (Scrum) on site, including the use TFS across all projects.
- Managed a team of 8 .NET Developers, 4 Testers and 2 Business Analysts.

Selex Communications – Leonardo Group (Defence), Aug 08 – Dec 11*Project Manager*

Managed a small design team which designed products, built onsite, for personal worn Military equipment. He was responsible for designing and leading 2 new product developments, from design and proof of concept into product trials and scaled manufacturing. Each project had a budget of £600k

Achievements

- Successfully delivered sales orders up to £2million.
- Worked closely with internal manufacturing teams to produce resource and delivery plans.
- Managed a sub-contractor responsible for designing and manufacturing key components for our products.

Ultra Electronics Datel (Defence), Sep 06 – Jul 08*Project Manager***Achievements**

- Reverse engineering project - working with Boeing in the US on a proof of concept for a much larger project. The budget of this project was £3.5million, with a project team of 30
- Test script translation project on the RAF Typhoon, with a project team of 15
- Worked on projects with the Head Up Display team for the RAF Typhoon