

Simon Clark

Senior Delivery Leader | Programme & Project Management | SaaS | Project Recovery Specialist | Turning Complex Change into On-Time Results

Contact Details

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Professional Summary

I get complex programmes delivered - on time, on budget, with no surprises. After starting as a software developer, I've spent over a decade leading SaaS implementations across Public Transport, Fintech, Public Sector and Defence, turning ambitious plans into working systems.

I specialise in project recovery and building delivery capability where it doesn't exist or where it's miss-aligned. Whether it's rescuing a struggling programme, aligning to company strategy, implementing proper governance and comms, designing target operating models or coaching teams to deliver consistently, I bring structure and accountability without the bureaucracy.

If you need someone who can bring project clarity, who understands technical detail and is commercially aware - let's talk.

Key Outcomes

- Project Recovery Specialist: Rescued failing projects and programmes by introducing consistent communications and reporting (using BI, dashboards and data), first-class governance, team adjustments, re-aligning scope and resetting client expectations. These changes led to improved client satisfaction, projects meeting milestones, and increased sales and ARR.

Core Skills

- PRINCE2 Practitioner, Certified Scrum Master, MSP. Experienced in Agile, Scrum, Waterfall SDLC, and GDS frameworks.
- Established a strawman Target Operating Model approach to help clients visualise their day 1 operation post implementation. This strawman covered people, processes, data, technology and 3rd party integrations.
- Defined and implemented repeatable delivery frameworks (Pre-sales to Sow, to implementation/ planning and production).
- Supported Sales in bids, tenders and go to market strategies for new products or product adaptations
- Mentors and supports teams, unblocking issues for faster delivery. Knows when to lead, when to mentor, and when to support.
- Clear communicator who can translate between boardroom and sprint retrospective, engaging effectively from C-level executives to team members and third-party suppliers.

- Wide knowledge of integration approaches: REST, Direct Integration, and Kafka message queues.
- Enterprise SaaS implementations across Public Transport, Fintech, Utilities, and Retail.

Professional Experience

Flexys Solutions Ltd | Head of Professional Services and Programme Delivery

Market: Financial Services Duration: June 2021 – December 2025 Status: Contract then Permanent

Responsibilities

- Responsible for all Client Delivery projects/ programmes from pre-sales to production, including planning, work allocation and team management.
- Acted as Sponsor escalation and reported to Client's board of directors
- Led and mentored a team of 8 PMs, product consultants, solution consultants and business analysts
- Establish process improvements to delivery implementation and change control
- Improving cost to revenue ratio
- Support pre-sales in bids, produce Statements of work, host Discovery sessions prior to contracting

Achievements

- Improved Professional Services, Product, Sales and DevOps co-working — reduced friction and encouraged teams to work as one unit instead of in silos.
- Recovered 3 failing projects, reset client expectations, fixed team communication, re-negotiated scope, and empowered teams to reconnect.
- Improved profitability by defining a new change process, leading to an increase of between 20-30% per project in NRR from capturing undocumented changes.
- Implemented an improved structure to encourage repeatable delivery from requirements gathering, refinement, estimation, planning and documentation to ensure accepted client outputs and outcomes.
- Implemented a British Business Bank system to manage Covid applications from SMEs for Virgin Money and TSB, through PwC.
- Delivered a large digital transformation at WaterPlus moving from spreadsheets to a full digital collections, comms, and risk profiling system. This project lasted 18 months and involved establishing what the current operating model was, highlighting the core processes and integrations required to maintain the operation, establishing As-Is and To-Be processes for their Agents and planning a controlled data migration before Go-Live.
- Led a large digital transformation for retailer NBrown. As part of a wider 2 year programme rolling out new products and adopting Mambu as their core banking platform, my team and I built an integration from our cloud based collections system to Mambu to handle account management in collections (creation/updates/ closure), account payments, account transactions, reporting and comms processes.

HMRC | Business Analyst / Project Manager

Market: Public Sector Duration: December 2020 – June 2021 Status: Contract

Worked in the Maritime Readiness team preparing UK airports and ports for post-Brexit customs changes, part of a critical Government transformation programme with a hard deadline of January 2022. Cross-team collaboration with other government departments, including Border Force, Policy, Legal, and Port Readiness colleagues. Project delivered within the GDS framework.

Achievements

- Introduced Agile principles and coached teams in best practices, including the adoption of Scrum.
- Defined To-Be process maps demonstrating key customer journeys and changes to business working practices and system integrations for Customs Controls.

Company Director - Self Employed

Market: Software Development and Business Consultancy Duration: December 2019 – Present

Developing web solutions plus providing bespoke software products and AI training for small businesses

Tracsis PLC | Senior Programme Manager

Market: UK Rail Transportation Duration: November 2018 – December 2019

Achievements

- Delivered a large operational change programme to four TOCs (Train Operating Companies) across the UK.
- Established a PMO to add a consistent approach to project delivery and governance across projects.
- Set up programme communication channels, new team structures, established KPIs, and reporting methods for large Transformation Programme
- Produced and maintained the top-level Programme Plan to give overall direction to teams and stakeholders, showing phases, team allocation, dependencies and resource constraints.

Signature Rail | Programme Manager

Market: International Rail Transportation Duration: January 2012 – November 2018

Achievements

- Part of the SLT, P&L responsibility, £2 million ARR.
- Delivered complex projects to New Jersey Transit, Amtrak (USA) and VLine and MTM (AUS).
- Turned around 3 failing projects by introducing new governance, clarified scope and comms
- Led the development of a timetable and resource management project to support the introduction of new high capacity trains, new track, and new stations in Melbourne, Australia.
- Owned the development of a Web based planning and resource management app in Oslo, Norway for the Norwegian State Railway - achieving early business benefits and a time to market of less than a year.

Education and Certifications

- AI Basics - Hull University Business School (2025)
- AI in Leadership (Transformation and Readiness) - Hull University Business School (2025)
- Certified Scrum Master - Scrum Alliance (2023)
- ILM Level 3 - Leadership and Management - Leeds Beckett University (2017)
- Certified PRINCE2 Practitioner - Learning Tree (2012)
- Managing Successful Programmes (MSP) - Learning Tree (2012)
- HND in Computer Science and Software Engineering - Medway College