

# Neil F. Young

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## **PROFILE**

- *An accomplished senior business development leader and manager, having a reputation as an internal/external consultant*
- *Proven record of achievement relating to customer service, business development and sales as well as employer engagement*
- *Assertive and persuasive, able to negotiate and influence at all levels and create successful business and customer relationships*
- *Delivers a superior level of service that meets expectations and measurably boosts growth and profitability*
- *Has a reputation for “making things happen”.*
- *Career to date provides demonstrable evidence of team leadership skills; strategic thinking; commercial acumen; communication and networking skills. Has built, led and developed effective, innovative, business orientated teams including:*
  - *The organisational responsibility for 5 departments at the ifs.*
  - *Various sales teams including a specialist BDM team, a regional management team and an FS sales team*
  - *The operational processing department for the largest IFA network responsible for inbound /outbound calls to IFAs with 45 FTE*
  - *Training induction teams*
  - *A small marketing department team*
- *Has an extensive knowledge of the FS market (mostly recently linked to RDR), including supporting relationships with most Banks, Building Societies and Insurance Companies*

## **KEY COMPETENCIES**

- |  |   |  |
|--|---|--|
| ➤ <i>Customer focused networker and communicator</i> | – | <i>builds relationships</i>                    |
| ➤ <i>Leadership and management</i>                   | – | <i>managing with and through people</i>        |
| ➤ <i>Business development / Account management</i>   | – | <i>achievement focused</i>                     |
| ➤ <i>Strategic and entrepreneurial</i>               | – | <i>business aware, creative and innovative</i> |
| ➤ <i>Project manager</i>                             | – | <i>planned and organised</i>                   |
| ➤ <i>Problem solving</i>                             |   |  |
| ➤ <i>Technically astute</i>                          |   |  |

## **CAREER HISTORY**

### **CONTRACT AND FREELANCE CONSULTANCY 28 June 2002 to date**

**THE CHARTERED INSTITUTE OF PURCHASING & SUPPLY (CIPS) 13 July 2009 to date**  
**Senior Consultant – Customer Solutions (Currently on 6th employed contract over last 18 months)**

- ✓ Role supporting re-structure and change
- ✓ Helping Institute to move from reactive to more proactive approach
- ✓ Created over £300,000 of new business in first year with £500,000 in the pipeline

**FREELANCE CONSULTANCY 01 May 2009 to 12 July 2009**

**Consultant to the Financial Services Industry**

- ✓ Mainly working on BDM support work and sales of FS materials and questions including update
- ✓ Set up own website
- ✓ Customers worked with include: AVIVA; Personal Touch; Royal London; Stroud & Swindon Building Society; CTP; PDP Intellego; Penrose.

**THE INSTITUTE OF FINANCIAL SERVICES (ifs School of Finance) 05 March 2008 to 30 April 2009**  
**Corporate Relationship and Research Manager (2x 6 month employed contract)**

- ✓ Strategic research and relationship role resurrecting organizations to create new business opportunities
- ✓ Enhancing RDR approach to drive the DipFA qualification – created potential for £1m revenue
- ✓ Hunting for new business amounting to potential £1/2m increase in revenue for the CRM team

**FREELANCE CONSULTANCY 21 July 2007 to 04 March 2008**

**Consultant to the Financial Services Industry**

- ✓ Mainly working on BDM support work and sales of FS materials and questions including update
- ✓ Customers worked with include: threesixty – 3 months; Bradford & Bingley; Halifax; CTP

**THE FINANCIAL SERVICES SKILLS COUNCIL (FSSC) 22 Sept 2006 to 20 July 2007**  
**Head of Employer Engagement (Made redundant due to restructure)**

- ✓ Management and leadership role responsible for a regional management team and head office function
- ✓ Created and implemented a new employer engagement strategy refocusing on a more customer centred approach

**FREELANCE CONSULTANCY 16 April 2005 to 21 Sept 2006**

**Consultant to the Financial Services Industry**

- ✓ Mainly working on BDM support work and sales of FS materials and questions including update, as well as FSSC accreditation preparation
- ✓ Customers worked with include:  
Major work:- FSA – 7 months; threesixty – 7 months; 50Lessons – 9 months  
Other work:- FSA; HBOS Group; ifs School of Finance; Nottingham Building Society; Portman Building Society; Royal London; Sesame; Skipton Building Society; threesixty; West Bromwich Building Society; Coaching Platform; Insights; Martin Carver; Transformation.

**SESAME GROUP LTD 11 May 2004 to 15 April 2005**

**Applications & Exits Manager (12 month employed contract)**

- ✓ Employed operational management contract responsible for IFA processing of largest IFA Network
- ✓ Re-engineered and delivered a robust streamlined applications and exits process

**CORPORATE TRAINING PARTNERSHIPS LTD 28 June 2002 to 10 May 2004**

**Business Development Director (2 year employed contract)**

- ✓ Responsible for helping set up a FS training and regulatory consultancy
- ✓ Developed £3/4m of training business over an 18 month period for 40 major FS organisations having tendered for £2.6m business
- ✓ Created an innovative FS Gap Analysis Tool

## **PREVIOUS CAREER HISTORY**

**05 Jan 1982 to 27 June 2002**

### **THE INSTITUTE OF FINANCIAL SERVICES (ifs)**

**06 June 1997 to 27 June 2002**

#### **Head of Business & Market Development & Head of Faculty (Regulatory & Retail)**

- ✓ Responsible for running 5 departments at the Institute:  
– Business Development; R&R Faculty; Training; Local Centres and Membership
- ✓ Created the Regulatory & Retail Faculty, and Faculty Board, having full accountability for Faculty business accounting for £3.5m of sales in the first year.
- ✓ Created the strategic plan resulting in over £5m of sales for a brand new mortgage qualification (CeMAP) in it's first 2 years, securing and retaining over 40 key accounts
- ✓ Initiated, planned and developed the creation of a new specialist business development team of 12 people who achieved operational targets consistently over a 5 year period resulting in record bonuses for the business.
- ✓ Co-ordinated, planned and arranged "the most successful Local Centre Conference to date" including Local Centre lectures, particularly the Roger Black Series (35 lectures attracting over 12,000 non members).
- ✓ Created 30 hours of elearning as well as revision courses and practice banks of questions for various qualifications producing over £1.5m of sales per annum

### **HALIFAX PLC**

**11 May 1992 to 05 June 1997**

#### **Senior Training Manager**

#### **(The Leeds Permanent Building Society merged with the Halifax Building Society on the 01 August 1995)**

- ✓ Designed, led and managed a programme of training for 800 FS advisers to meet the regulatory deadline to pass the benchmark certificate qualification (FPC or CeFA), resulting in the deadline being met 4 months early.
- ✓ Responsibility for Induction and the management of the induction team at the Halifax.
- ✓ Responsibility for the financial services design; management and merger training between the Halifax and the Leeds Permanent, resulting in a smooth transition into one organisation.

### **REFUGE ASSURANCE PLC**

**10 Oct 1988 to 10 May 1992**

#### **Product Development Manager & Senior Training Manager.**

- ✓ Responsible with the Marketing Team for all aspects of Life and Pensions Products, Market Research, Sales Promotion, Product Development and Product Literature.
- ✓ Provided technical 'Hotline' facility giving technical and marketing support to field staff for complex consumer and product issues.
- ✓ Overall responsibility for training and development and the running of field staff training for the Direct Sales Force.

### **CONFEDERATION LIFE INSURANCE COMPANY**

**05 Jan 1982 to 09 Oct 1988**

#### **Assistant Branch Manager; Unit Manager & Financial Adviser.**

- ✓ Attained a position in the Top 20% as an Assistant Branch Manager and in the Top 20% as a Financial Adviser
- ✓ Created over 300 customers from scratch in 3 years as a Financial Adviser

## **EDUCATION AND PROFESSIONAL QUALIFICATIONS**

1969-1976	Altrincham Grammar School (8 O Levels & 4 A Levels);
1976-1977	Manchester Grammar School (3 A Levels);
1977-1981	University of St. Andrews;
Sept 93:	FPC;
Dec 96:	CeFA;
Jan 97:	AFPC (DipPFS);
Aug 05:	CeMAP Bridge;
2010:	Currently studying for the Introductory Certificate in Purchasing & Supply.

## **INTERESTS AND HOBBIES**

Primarily centre on my family. I enjoy all sport, particularly rugby, cricket and golf, and trying to visit the gym twice a week, playing golf as regularly as I can, and occasionally helping the local cricket 2<sup>nd</sup> XI. I am a follower of Northampton Saints RFC, and of course the England XV, and I have helped coach at my local rugby club for the last 10 years, and have supported the club in the past by raising funds for the junior section.