

Malcolm Surgenor

4 Greenhorn's Well Avenue
Falkirk
Stirlingshire
FK1 5HL

Phone: +44 (0) 1324 637649 (h)
+44 (0) 7973 121948 (m)
E-mail: malcolm@surgenor.net

Profile

Experienced IT and Financial Services manager with a reputation for leading teams that have delivered significant cost and customer service benefit through the implementation of major business and IT projects. A proven ability to overcome barriers to change through strong influencing, negotiating and problem solving skills.

Key skills

- Strategy and policy development at Board level
- Developing strategic partnerships
- Effective management of multi-million pound budgets
- Leadership and team building
- Establishing a strong customer service ethos and focus

Career

2006 – current British Airports Authority Glasgow
Pan-European owners and manager of eight international airports

Programme Manager (Feb. 2006 – current)

Programme manager within Business Support Centre at BAA. Primarily employed to establish more effective project and financial controls and structure across a number of existing projects. Reporting to the Head of Business Development, through programme managing a number of key projects designed to centralise key airport based services and processes, these controls will be demonstrated and rolled out for use amongst all future BSC projects.

Career (Continued)

2003 – 2005 Resolution Management Services Ltd Birmingham
UK financial service outsourcer within the Resolution (formerly Britannic) Group.

Senior Project Manager (Dec. 2003 – Oct. 2005)

Project manager within Compliance Department reporting to the Head of Compliance on some projects and directly to the Chief Executive and Board on others as appropriate. Key recent project deliveries were;

- Successfully implementing new business processes and systems to comply, retrospectively, with new ROI IFSRA regulations. This involved negotiation with the Irish regulator, communication with 0.5m policyholders, management and co-ordination of cross-business project teams (20 staff) as well as managing a significant IT mainframe based system implementation.
- Delivering, on time and under budget, the first phase of the FSA's new mandatory electronic reporting regime. New, web based, systems were implemented to gather key regulatory required data within tight timescales. The next phase is currently underway with a total budget of £2.1m and involving resource from all parts of the business.
- Identified and addressed compliance failings with regulations in a recent corporate acquisitions which included establishing, and running to completion, multiple project teams set up to analyse and resolve past product mis-selling to the customer's satisfaction.
- Led and delivered a programme rationalising customer facing documentation and bringing it in line with the latest FSA guidance on consumer communications. This involved the co-ordination of many system changes across

multiple platforms and a budget of £1.1m.

Project Director (Feb. 2003 – Nov. 2003)

Led and directed a multi-disciplined team of business managers, internal and external lawyers and pensions experts in negotiating and implementing a £40m pension administration outsourcing contract with a large national supplier. The project's successful implementation resulted in the TUPE transfer of 110 staff and reduced operational costs of £5m.

Career (Continued)

1999 - 2003

Alba Life

Glasgow

UK life and pensions administration company within the Britannic Group.

Head of IS (Jan. 2000 – Jan. 2003)

A member of the Alba Life Executive team reporting directly to the Chief Executive with complete responsibility for all aspects of the provision of Information Systems, Purchasing and Business Continuity. Budget responsibility of up to £54m with 40 operational and up to 150 project staff. Key achievements included;

- A 60% reduction in IT budget through a two-year rationalisation programme, amalgamating several major life administration applications, hardware and software contracts with the decommissioning of legacy computing platforms.
- Reduced call centre turnaround times from days to minutes through the implementation of multi-tier application architectures, allowing connectivity between legacy data and client server applications using modern middleware.
- Improved service levels and controlled risks through the negotiation and implementation of compliant controls across a number of multi-million pound material outsourcing contracts.
- Introduction of industry best practice, corporate wide, business continuity plans that meet current FSA regulatory guidelines.
- A 30% reduction in Alba Life's IT print costs through the complete replacement of desk-top print technology with centralised printing, scanning, copying and faxing together with the elimination of pre-printed stationery with laser overlays.

IS Operations Manager (May 1999 – Dec. 1999)

Reporting to the Head of IS with responsibility for all aspects of service delivery from Alba Life's extensive modern and legacy information technology infrastructure. Key achievements included;

- Complete responsibility for the successful achievement of year 2000 compliance across the entire Alba Life infrastructure.
- Eliminated the significant risk of skill loss through a period of acquisition and major change through the implementation of a multi-million pound contract covering the outsourcing of all system application development.

Career (Continued)

1991 – 1999

Britannia Life

Glasgow

Life and pensions administration arm of the Britannia Building Society.

IS Infrastructure Manager (Mar. 1998 – Apr. 1999)

Managed the teams responsible for maintaining the Britannia Life Infrastructure, namely; Network Management; Help Desk; Application Support; Change Management; Database Administration and Security. The teams' focus was monitoring and managing business service levels within budget (£3.5m) together with providing technical support to internal IS teams.

IS Platforms Manager (Oct. 1996 – Feb. 1998)

Managed the team tasked with ensuring service delivery from a number of major facilities management (FM) mainframe (IBM, HP and ICL) contracts.

Systems Consultant (Jan. 1992 – Sep. 1996)

Provided a support role to the internal IS teams covering, systems management, standards development, quality control, change management and training.

Career (Continued)

1982 – 1991

FS Assurance

Glasgow

*Mutual life, pensions and investment administration company.***Systems Designer (Jan. 1988 – Dec. 1991)****Senior Analyst Programmer (Jan. 1987 – Dec. 1987)****Analyst Programmer (Jan. 1984 – Dec. 1986)****Programmer (Nov. 1982 – Dec. 1983)****Career (Continued)**

1979 – 1982

Carron Company

Falkirk

*Cast iron, steel and ceramic kitchen and bathroom ware manufacturer.***Programmer (Apr. 1979 – Oct. 1982)****Professional development**

Recent training includes, Strategic Partnering (Cranfield University), Business Continuity Planning (TBC), Interpersonal Skills for Senior Managers (London Business School), Flexible Working (BBA). Full list of training courses and dates is available on request.

Professional memberships

Member of British Computer Society

Interests and activities

Date of birth: 12 January 1957. Married with two sons (aged 12 and 15)

Member of Industry Advisory Board for the Computing and Mathematical Science School at Glasgow Caledonian University. Organise motor sport events at an international level and particularly interested in encouraging newcomers and youth into the sport. Other interests include youth football, home automation, cycling and travel.