

## **ROGER WHITE**

**7 Fonthill Terrace, Aberdeen, AB11 7UR**

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**An experienced and innovative change agent and performance manager, with a track record of success in the public sector. An excellent communicator with strong relationship building skills at all levels. An enthusiastic self-starter and flexible problem solver with major expertise in continuous improvement.**

### **KEY SKILLS**

#### **Continuous Improvement**

- Proposed and managed introduction of a systematic whole-council approach to rapid improvement events leading to better service and cost savings in 60+ critical business areas
- Extended continuous improvement approach to daily working for all teams in council empowering staff and resulting in savings of over £500,000 in first 15 months alone
- Created, recruited and supported a team of internal continuous improvement champions in all departments enabling improvements and leading to national and European quality awards

#### **Change Management**

- Devised and introduced new corporate planning system setting a consistent direction for the council, ensuring all departments planned in the same way and aligning plans and budgets
- Led the introduction of best value culminating in a successful best value audit confirming the organisation's progress and enhancing its reputation

#### **Performance Management**

- Initiated and organised external evaluation of the council through an IDeA peer review leading to improvements in leadership, democratic accountability and performance management
- Designed and implemented council's performance management system ensuring better focus on corporate priorities, regular reporting to councillors, and early warning of problem areas
- Developed and achieved agreement to a whole-council approach to surveying customer and employee views ensuring that areas identified for improvement were implemented

#### **Relationship Building**

- Led development of the area's community planning partnership and chaired its executive group, receiving high ratings from partners for my leadership
- Negotiated a modernisation and shared services joint board between two councils leading to the identification of areas for closer working including a joint trading standards service
- Advised and supported council leader and provost on policy issues ensuring they were well prepared for and effective at council, partnership and national meetings and conferences

#### **Consultancy Skills**

- Facilitated working group of senior councillors to develop new vision for the council leading to unanimous acceptance and a reinvigorated sense of purpose for the organisation
- Facilitated council management team workshops and staff focus groups to develop agreed leadership behaviours improving employee perception of senior management leadership



## Specialist Expertise

- Understanding in depth of wide range of continuous improvement disciplines, tools and techniques including systems/lean thinking and EFQM. Coaching of leaders and senior managers to ensure successful implementation of continuous improvement

## EMPLOYMENT HISTORY

**Managing director, HelpGov Ltd** **2010 to date**

*A new and specialised consultancy whose vision is to help the public sector and its partners improve performance so they deliver excellent service to their customers and save money*

**Head of corporate policy and improvement, Aberdeenshire Council** **1996-2010**

*Reporting to the Chief Executive, led the council's corporate policy and Improvement functions in a mixed urban-rural council of 240,000 people, achieving integration of previous disparate councils and significant progress towards making Aberdeenshire "the very best of Scotland"*

- As member of the council management team delivered many corporate improvement initiatives resulting in COSLA and European quality awards
- Led successful delivery of community planning partnership single outcome agreement
- Developed and managed wide portfolio of corporate policy functions including equalities, health improvement, customer service and support for political scrutiny
- Managed up to 20 staff and a budget of £2+ million a year

**Reorganisation co-ordinator, Grampian Regional Council** **1995-1996**

*Led development of full statements of services from four merging councils providing essential information for planning by the new Aberdeenshire council*

- Developed decentralisation scheme helping meet council's its aspiration to be devolved

**TQM (Total Quality Management) facilitator, Grampian Regional Council** **1993-1995**

- Managed TQM agenda for council management team, supported service directors, trained staff and facilitated improvement projects ensuring planned progress on improvement

**Asst. director economic development and planning, Grampian Regional Council** **1985-1993**

**Group planner research and information, London Borough of Newham** **1976-1985**

**Planner/Senior planner, London Boroughs of Hillingdon** **1973-1976**

**Planning assistant, London Borough of Barnet** **1972-1973**

## EDUCATION AND TRAINING

Senior manager member of SOLACE

Practitioner member of Institute of Customer Service

Member of the Royal Town Planning Institute

MA geography (Cambridge), MPhil town and regional planning (University College London)

## PERSONAL DETAILS

Date of Birth: 7 February 1948

Activities and Hobbies: Board member Local Government Improvement Service (Scotland) 2008-2010, school parent council member, hill walking

Other Detail: Fluent ICT user, full driving licence

