

Neil Keeler

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Summary

A transformative Organisational Development professional, with a proven track record in leading innovative, award winning strategic interventions, that deliver effective business improvement outcomes.

Assisting a 'failing organisation' (on the verge of intervention in 2006) to being recognised as a high performing, proud and confident exemplar of local authority good practice, '*where employee engagement was **second to none***' (CEO & LGA Peer Reviewer 2015) in 2015 has been a privilege.

Educated to masters degree level I hold past-graduate qualifications in:

- ★ Coaching - *using an innovative solution focused thinking approach*
- ★ Business Improvement & Strategic Leadership – *achieved at First Class Honours/Distinction standard.*

Significant achievements have been:

- ★ Leading the multi-award winning OD and culture change programme, culminating in...
- ★ ...Southend Council winning LGC '*Council of the Year 2012*', IIP gold, Stonewall top 100 etc.
- ★ Beating the toughest *international* competition (all sectors) to win a TJ Award in 2016 for the OD & culture change programme I designed, delivered and lead.

I have a wide knowledge of OD models and tools (cultural, leadership, engagement and change) and an extensive and well established network of OD colleagues in the local government sector and beyond. I have spoken at national events/conferences and recently had an article published.

I am an experienced facilitator of group sessions, workshops, action learning sets and conferences. I am a licenced trainer able to use innovative development tools from Go MAD Solution Focused Thinking Ltd.© and Real World Group's Transformational Leadership Questionnaire (TLQ360©).

Comfortable to use my knowledge of OD theories and models, to influence impactfully, I like to inspire and enable people to excel. I progress transformational change programmes as an enthusiastic committed 'people person'. My 'mission' is to enhance the potential engagement and performance of people in organisations, so that both can truly flourish and thrive.

I am wise enough to know unbridled evangelism can 'switch people off' so reflection and seeking feedback are also important parts of my professional toolkit.

I am comfortable building relationships with people at all levels, from park keepers to peers. I'm advised I can give the most challenging feedback in skilful and supportive ways that enables individuals to embrace it.

CAREER PATH

Southend on Sea Borough Council - 2009 – Sep 2018 - *Group Manager People & Organisational Development (OD Advisor 2006 to 2009)*

Leading the: Strategic People & OD functions supporting the authorities transformational change programme and employee engagement; and the operational Learning & Development functions of the council: a dedicated training venue; providing the corporate learning and development offer.

Delivering the OD programme enabling the following organisational successes/outcomes:

- ★ Training Journal Award 2016 – Best OD Programme, *up against worldwide competition.*
- ★ TJ Silver Award 2016 for best internal Coaching Programme.
- ★ MJ Awards - Senior Leadership Team of the Year 2016
- ★ Local Government Chronicle's Council of the Year 2012
- ★ Stonewall Top 100 employer status
- ★ RoSPA level 5 Health & Safety (highest standard possible)
- ★ Gold Investor's in People status
- ★ Winner PPMA HR Team of the Year 2013 & PPMA Innovation in Employee Engagement award 2012
- ★ Increased then maintained employee engagement whilst reducing overall headcount by 25%
- ★ Whilst the organisation saved c. £70m from its revenue budget, reduced sickness absence to 6 days.

Southend on Sea Borough Council - 1996 – 2006 - *Community Equipment Service Manager*

Led the modernisation and transformation of an innovative integrated home loan equipment service. Introducing computerised systems, barcoding, mechanised picking, standardised web based catalogue, automated washing and decontamination and the service was transformed achieving a 98% success rate on deliveries within 5 working days. Extensive experience of front line partnership working in a highly pressured environment.

Essex County Council - 1987 – 1996 - *Deputy Manager, Coombewood Workshop*

As the deputy manager of this mental health rehabilitation workshop I was responsible for the rehabilitation of 20 mental health clients wishing to return to work. The centre ran as a social enterprise with service users manufacturing high quality leather goods for sale. I lead the programme to support service users back into paid employment.

Essex County Council - 1986 – 1987 - *Residential Childcare Officer, Richmond Avenue Childrens Home*

Supporting children in local authority care ensuring their safety, wellbeing, emotional and psychological wellbeing as well as basic care and social activities with the children.

EDUCATION & FURTHER DEVELOPMENT

Anglia Ruskin University & Ashcroft international Business School, Chelmsford, Essex 2011 - 2015

Post Graduate Diploma in Business Improvement & Strategic Leadership - 2013 to 2015

Merit & 2 x Distinction *equivalent of First Class Honours.*

Post Graduate Certificate in Solution Focused Thinking & Performance Improvement Coaching

(Pass with a Distinction) – 2011 - 2012

Prince 2 Practitioner

Higher National Certificate in Business & Finance (Accountancy, Marketing, Management & Improving Strategic Performance) - July 1992

GCE's – English, Maths, Biology Sociology, Child Psychology Film Studies,

CSE's – Drama, Art & Design, Religious Education, Physics

OTHER INTERESTS & INFORMATION

I have 3 fabulous grown up children, I recently started running 3 times a week (couch to 5k) and enjoy HFT air rifle target shooting, fishing and camping. Guilty pleasures are gadgets, 'conspiracy theories' and karaoke.

My Insights profile (Jungian Personality type) is 'Inspirer'. Colleagues feedback they value me for my passion, enthusiasm and knowledge and that I am an inspiring, creative and supportive team member, who challenges in a compassionate but impactful way. For further information – LinkedIn Profile or follow me on Twitter **@Neilkeeler**