

Robert David Elliott LVO

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Summary

After a Diplomatic Service career lasting over 27 years, concentrating in the last few years on business and IS project management, I am currently a wiki evangelist and developer, an expert in collaborative tools for distributed teams and an independent professionally qualified IT and Business Project Planner and Manager. I have very strong planning, stakeholder management and IT/IS skills, and extensive experience of government processes and procedures.

Professional Qualifications

- Prince2 Practitioner (2004)
- ISEB (British Computer Society) Professional Certificate in IS Project Management (2006)

Key Skills

- Wiki development, implementation and management (Wikidot and Confluence)
- Implementing collaborative tools for distributed and remote teams
- Project planning and delivery
- Stakeholder Management and Communications
- Very strong IT skills: Microsoft Excel 2007, Project 2007, Access 2007, Word 2007, Publisher 2007, Powerpoint 2007, Visio 2007, Mindmanager 8, Adobe Flex Builder 3, Adobe Captivate, Adobe Dreamweaver, Adobe Director and Adobe Audition, AutoPlay Media Studio 7, website development and CSS
- Budget Management
- Supplier Evaluation, Management and Relationship

Key achievements

In 2009 I developed the multi-user, Scotland-wide, database to handle the hundreds of responses to the public consultation on the Draft River Basin Management Plans for Scotland and Solway Tweed .

In 2008 I project planned and delivered on schedule (December 2008 as directed by the EU) the project to publish for Scottish Government approval and public consultation the draft River Basin Management Plans for Scotland and Solway Tweed. The results are at http://www.sepa.org.uk/water/river_basin_planning.aspx

In 2008 I developed the first ever wiki to be used at the Scottish Environment Protection Agency for distributed team collaboration and co-authoring documents.

I managed all the delivery of Phase 2 of the Foreign Office intranet in 2005 through the whole lifecycle, from requirements capture through to stakeholder management after roll-out.

I negotiated the £2 million+ contracts with Fujitsu Services for technical development of Phase 2 of the Foreign Office intranet in 2004 and Phase 3 in 2006.

I managed the administrative and logistical arrangements for HM The Queen's State

Visit to Nigeria in 2003. Due to the success of the visit I was honoured with the LVO (Lieutenant of the Royal Victorian Order).

I organised and coordinated the Investors in People preparation and appraisal at the British High Commission in Abuja in 2002/2003, the first diplomatic post in Africa to achieve this accreditation.

I project managed the fit-out and opening of the British Government's first ever office in the Gaza Strip in 1998.

In my Consular roles in Abu Dhabi and Jerusalem I am proud to have been able to help a very large number of British Citizens, often in situations of great distress.

I planned and executed the move of over 900 staff between offices over a 6 month period of weekends in 1996 during a Foreign Office refurbishment programme ensuring minimal downtime for everyone affected.

Career History

December 2007 to July 2009 (contract)

Business Project Manager, Scottish Environment Protection Agency. Responsible for planning and managing two projects for the production of Scotland's River Basin Management Plans and the introduction of the new Water Environment Charging Scheme for Scotland, including steering the projects through public consultation and Scottish Government approval. The IS component for the projects involved specifying and project managing the development of Geographic Information Systems to support the public consultations and developing the multi-user database to manage consultation responses by over 200 organisations and individuals. The role involved extensive stakeholder management across SEPA, the Scottish Government, external companies and members of the public. This was originally a 6 month contract that was extended by SEPA to 18 months.

February 2006 to November 2007

Project Director/Executive FCONet and WebMail Projects, Information & Technology Directorate, Foreign & Commonwealth Office

Delivery and direction of FCONet (intranet) and WebMail projects. Writing Business cases; budget management of £4 million a year; managing a team of 42 internal and external project team members; requirements capture (face to face/email/workshops) and analysis, tracking and reporting; product selection; benefits identification, measurement and management; programme level risks and issues; establishing change control process and managing changes; stakeholder identification, analysis and management; communications planning and implementation; programme and board level presentations; project document quality reviews; Post Implementation Reviews; Lessons Learned Reports; reporting to Information & Technology Directorate and FCO Investment Committee; FCONet development strategy and strategic fit; cases for and assessments of pilot projects; external supplier relationship (Fujitsu) and contract negotiation and management. Drafting Service Level Agreements, negotiating service contracts with Fujitsu and FCO Services.

June 2004 – February 2006

Deputy Programme Director, Knowledge Management Programme IT Strategy Unit, Foreign & Commonwealth Office

As above but with stakeholder and budget management responsibility across all projects in the Programme including CRM, EDM, and intranet totalling £17 million a year. I was also responsible for organising OGC reviews on the Programme and

individual projects. The position also involved procurement and contract bid reviews and recommendations.

January - June 2004: Leave

February 2003 - January 2004

Head of Logistics for State Visit of HM The Queen and HRH The Duke of Edinburgh to Abuja December 2003

All administrative arrangements for the visit including accommodation, food, transport and communication. Liaison with the Royal Household. Honoured with LVO (Lieutenant of the Royal Victorian Order) by HM The Queen December 2003 for personal services to the Monarchy.

September 2001 - February 2003

Senior Management Officer, British High Commission Abuja

All High Commission management work including personnel management, finance and budgets (£2.5 million a year), security, transport, IT and estates. Investors in People coordinator. Managing the logistics for visits by the Prime Minister, DPM and other ministers.

November 2000 - September 2001

Senior Management Officer and Entry Clearance Manager, British High Commission Abuja

As above but also Entry Clearance Manager covering the full range of ECM work. Liaison with BDHC Lagos, UKVisas and Nigerian government officials

September 1997 to October 2000

British Consul, British Consulate Jerusalem

Full range of consular, passport and nationality work in Jerusalem, the West Bank and Gaza Strip. Hospital, prison and court visiting and all other consular protection work. Consular statistical reporting. Managing the Consular Section staff. Managing the logistics of visits by the Prime Minister, Foreign Secretary and other senior visitors. Included project managing the opening of the British Government Office in Gaza.

March 1993 to September 1997

Project Manager, Home Estates Department, Foreign & Commonwealth Office

Planning the moves of departments and staff between buildings due to refurbishment work. Liaison with senior staff and other staff affected. Project managing the actual moves. Supplier relationship management with refurbishment and removal contractors, FCO departments, architects, furnishing and IT companies.

April 1988 to December 1992

Management Officer, British High Commission Mauritius

Full range of Post management work including managing the Post budgets, staff management, management of the owned and leased residential estate, managing contractors, IT manager, responsible for security, vehicles, recruitment and induction of staff.

December 1984 to March 1988

British Vice Consul British Embassy Abu Dhabi

Management of the Visa and Consular operation, visa and passport interviews and decisions, appeal report preparation, financial management, staff management, presentations to British residents and companies in Abu Dhabi. Birth, marriage and death registrations. Conducting marriages. Prison, court and hospital visiting. Formal identification of deceased British Citizens. Liaison with relatives.

Earlier experience

September 1983 to September 1984: Full Time Arabic Language Training, SOAS, University of London (Foreign Office funded)
August to September 1983: Temporary Resident Representative, British Deputy High Commission Antigua
June 1982 to July 1983: Head of Registry, British Embassy Beijing
November 1981 to May 1982: Visa Officer, British Embassy Prague
February 1981 to November 1981: Desk Clerk, Iraq Desk, Middle East Department, Foreign & Commonwealth Office
March 1980 to February 1981: Communications Clerk, Communications Operations Department, Foreign & Commonwealth Office
March 1980: Joined HM Diplomatic Service

Education: 1972 to 1979: Watford Boys Grammar School. 9 'O' levels, 2 'A' levels

Family: Married to Victoria, 3 children (Alex 21, Rhiannon 8 and Nathaniel 4)

Interests: Acoustic guitar, tennis and sport in general, slowly getting into playing golf and gardening, travel, mastering new software, travel, driving.