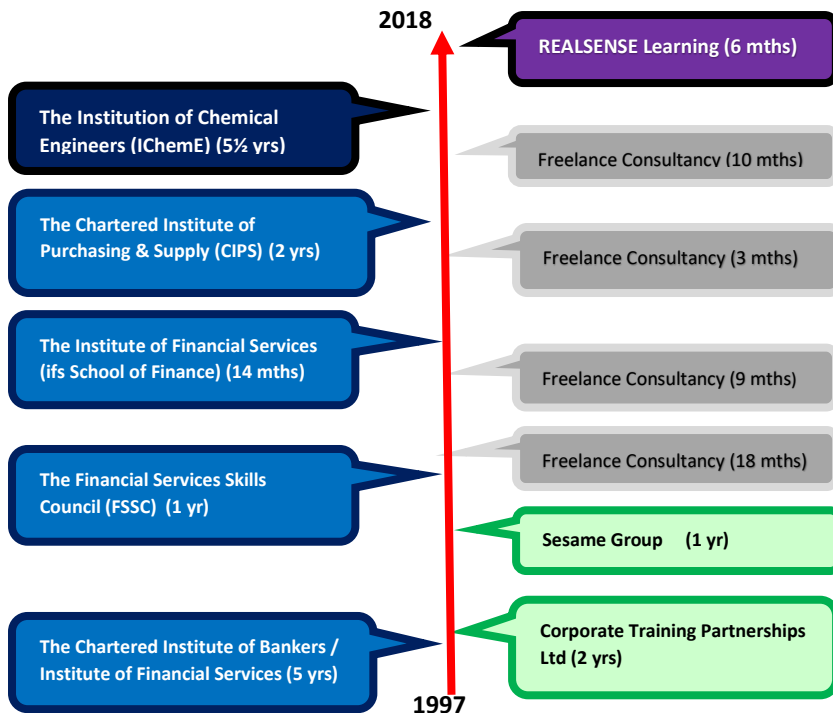


Neil F. Young



PROFILE



Senior business development leader and strategic manager, having built an enviable reputation as an internal/external consultant

Proven record of achievement in customer service, business development, sales and employer engagement, and proven strategic and operational support to deliver improvement of sales and marketing drivers

A highly proactive networking "hunter" who leads, coaches, manages and facilitates others to succeed with demonstrable career evidence of leadership; strategic thinking; commercial acumen; communication and networking skills

CURRENT POSITION



RealSense Learning

Senior Consultant – Customer Relationships, Business & Market Development.

Oct 2018 to date Contract 6 mths

Currently providing support on contract since leaving IChemE and helping RealSense from a strategic and operational perspective with their approach to the marketplace. Supporting their business development drivers to help the growth of the company.

LAST EMPLOYED ROLE

The Institution of Chemical Engineers (IChemE)

UK Membership & Market Development Manager

April 2012 to Sept 2017 Employee 5½ yrs

Management and leadership of team covering proactive account management of corporates linked to a more commercial outlook plus On Campus activities at universities. (Time split roughly 60% corporate engagement and management; 15% on campus; 10% member group support; 15% on sponsorship)

- Increased Accredited training schemes and Corporate partners (700%) as well as training income and bringing sponsorship income targets in-house
- Created Industry Panel made up of over 60 senior chemical engineers
- Improved student membership figures and increased "Get Chartered" applications measurably
- Helping support 26,000 members in UK & Ireland
- Working with 36 chemical engineering departments

EDUCATION



CeMAP Bridge; AFPC; CeFA; FPC
1977-1981 St Andrews University

1976-1977 Manchester Grammar School (3 ALevels)

1969-1976 Altrincham Grammar School (8 O & 4 ALevels)

KEY COMPETENCIES



Customer focused networker and communicator:

Driven, motivated and innovative, a supreme hunter - with a reputation for "making things happen"

Leadership and management:

Managing with and through people, having built, led and developed effective, innovative, business orientated teams including: 5 departments at the ifs; various sales teams; an operational processing department with 45 FTE; Training induction teams and a small marketing team

Business development / Account management:

Achievement focused; assertive and persuasive, able to negotiate and influence at all levels and build successful relationships

Strategic and entrepreneurial:

Business aware, creative and innovative

Superior service delivery:

Exceeds expectations measurably boosting growth and profitability

Project manager:

Planned, organised, problem solving and technically astute

INTERESTS



- Family
- Sport – particularly rugby, cricket and golf
- Follow Northampton Saints; England and the Lions
- Ongoing development
- Trying to get back to fitness after 2 knee

PREVIOUS CAREER HISTORY AND ACHIEVEMENTS



Freelance: June 2011 to April 2012 **10 months**

The Chartered Institute of Purchasing and Supply (CIPS)

Senior Consultant – Customer Solutions

July 2009 to June 2011 **Employed Contract** **2 years**

Role supporting re-structure/change, helping Institute to have a more proactive than reactive approach

- Achieved £3m training sales, not withstanding the financial crisis (Last sale >£1.5m)
- Strategic refocus to improve customer penetration through improved proactive account management

Freelance: May 2009 to July 2009 **3 months**

The Institute of Financial Services (ifs School of Finance)

Corporate Relationship and Research Manager

March 2008 to April 2009 **Employed Contract** **14 months**

Strategic role resurrecting organisations to create new business opportunities

- Enhancing RDR approach to drive the DipFA qualification – achieving £1m revenue opportunities
- Hunting for new business amounting to potential £1/2m increase in revenue for the CRM team

Freelance: July 2007 to March 2008 **9 months**

The Financial Services Skills Council (FSSC)

Head of Employer Engagement

Sept 2006 to July 2007 **Employed Contract** **11 months**

Management and leadership role responsible for a regional management team and head office function

- Defined / delivered a new employer engagement strategy refocusing on a more customer centred approach

Freelance: April 2005 to Sept 2006 **18 months**

Sesame Group **See opposite**
May 2004 to April 2005 **1 year**

Corporate Training Partnerships Ltd **See opposite**
June 2002 to May 2004 **2 years**

The Institute of Financial Services (ifs)

Head of Business & Market Development & Head of the Regulatory & Retail Faculty

June 1997 to June 2002 **Employee** **5 years**

- Leadership of 5 customer facing teams, including:
 - Business Development; R&R Faculty; Training; Local Centres and Membership
- Created the R&R Faculty and it's Board with full accountability for business of £3.5m in the first year
- Created the strategic plan resulting in over £5m for a new mortgage qualification (CeMAP)
- Initiated, planned and developed the creation of a new specialist business development team

Freelance FS Consultancy

Freelance work in between employed work

April 2005 to April 2012 **Self Employed** **7 years**

- Negotiated and developed a strategic programme for delivery of quality, outsourced training support via personal trainer network (circa 500+ days) for Top UK Bank and a Large Insurance Company based around RDR Level 4 Training and Sales Excellence
- Board of Director Development/Support - Approved Persons' Responsibilities Training for Major Network
- RDR workbook/question bank creation + Update for IFA major support services provider
- Appropriate Risk Profiling support material production for Major Bank
- RDR Level 4 Training for a variety of IFA firms
- Personal technical training material and question bank production (including RDR)
- BDM support work and creation; update and sales of FS materials and questions
- FSSC accreditation preparation with FSA

Sesame Group

Applications & Exits Manager

May 2004 to April 2005 **Employed Contract** **1 year**

Responsible for application/exits processing and operational management of UKs largest IFA Network

- Built forward facing, customer orientated IFA service department
- Re-engineered and delivered a new robust, streamlined applications and exits process

June 2002 to May 2004 **Employed Contract** **2 years**

Corporate Training Partnerships Ltd
Business Development Director

Established business development of new, innovative, market leading FS training and compliance consultancy

- Launched offering to 40 major FS businesses, driving in excess of £3m income streams



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