alex **LANGLEY**

Managing and delivering complex
digital transformation.

Open to contract opportunities.

Profile

A highly-able and versatile digital project and programme manager with experience in a diverse range of sectors. Expert in real world Agile and Waterfall delivery with a background in Customer Experience and Service Design.

Certified Agile Leader & Microsoft Catalyst Accredited.

Key Skills

- Agile and Waterfall software delivery
- Team Leadership and Management
- Budgetary Management & Control
- Customer Experience and Service Design
- User Experience
- Content Management Systems
- 3rd Party, Vendor & Supplier Management
- Business Cases and Benefits Realisation
- Business Process Re-engineering & Delivery

Career to date

Head of Programmes

Nov 2022 – Oct 2023
Cloud9 Insight

I directly managed several complex MS Dynamics based solutions utilising Field Service. Delivering a cost-effective solution to track assets, equipment, parts, bookings and engineers by wherever possible adopting the out of the box process and capability whilst still addressing the needs of the client.

Additionally, I also led the team of project managers responsible for efficiently delivering a high-volume pipeline of MS Power Platform-based solutions tailored to the needs of small and medium-sized businesses in the finance and professional services sectors.

Programme Director

Nov 2019 – Nov 2022
Agilisys

Leading a programme of work for the Island of Guernsey Revenue Service where the challenge was to create a fully digitised personal and corporate tax systems that would automate tax assessment and decision making and a case management system for the back-office staff.

I also collaborated closely with clients in the local government and blue light sectors, replacing legacy CRM and digital services, devising comprehensive programs and commercial agreements to drive the digital transformation of their services using MS Dynamics. Furthermore, I took charge of leading an in-house team comprised of Project Managers, Business Analysts, and User

Experience consultants.

	Programme Manager	**Sep 2018 – Aug 2019**
		Direct Ferries

Managing the digital transformation for this private equity backed global ecommerce business.

Agile & Kanban based delivery of a new customer experience across mobile and desktop and the microservices to support it, replacing the existing monolith code base across seven separate workstreams. I helped the exec team agree the key priorities and ensured the delivery reflected the business needs. I balanced cross programme dependencies and resources, created and guided the pipeline of future work and resource planning. Toward the end of my engagement I worked with the tech leadership to design an operating model that would enable the business to maintain a continuous product led delivery approach in the future.

	Digital Programme Manager	**Sep 2017 – Jul 2018**
		Office of the Public Guardian

Led the programme of digital transformation at this government agency. As Interim Programme Manager I focussed on bringing together 4 major streams of work that were digitising and modernising their public services into a single programme with clear priorities and benefits as well as an effective governance structure. I also worked to stabilise the delivery of 3 externally facing products and 2 internally facing systems. Utilising and getting the best from Agile (Scrum and Kanban) with the internal delivery teams as well as external suppliers.

- Consolidated disparate governance and reporting structure
- Effective communication of programme goals, priorities, roadmap and progress

	Digital Programme Manager	**Jan 2017 – Jul 2017**
		Sage

Interim Programme Manager leading the high-profile modernisation of Sage through the global rollout of a brand new frictionless and consistent browse and buy experience across sage.com utilising Salesforce.

- Created an effective programme governance and reporting structure
- Led a cross functional team of project managers, delivery teams, business change and readiness streams
- Oversaw the successful launch of the first phase to the US market

	Programme & Service Design Lead	**Nov 2016 - Jan 2017**
		UKVI (Home Office)

Identifying, documenting and creating business cases for transformation opportunities not currently falling within any of the major IT, digital or transformation programmes in the Home Office

- Appointed to engage with all major areas of the Home Office to identify transformation opportunities
- Focused on identification of opportunities not currently within IT, digital & transformation initiatives.
- Assessed commonalities between programmes and capabilities that

could be effectively shared
- Top-level stakeholder engagement, ensuring buy-on at all levels and reporting on service design

Digital Strategy,		**Aug 2016**
Customer Experience		**Sports Interactive**

Responsible for defining the optimum customer experience of the best selling Football Manager game
- Designed and led customer experience workshops to identify opportunities and strategic direction
- Made recommendations for digital roadmap and online user experience improvements

UX and Product Lead   **Sep 2014 – Mar 2016**
                                           Home Office

Responsible for all aspects of user centred design leadership, developing a case management tool
- Focused on delivery of solutions to replace legacy systems for UK Visa and immigration services
- Effectively balanced the needs of users, delivery pressures, technical limitations & roll-out
- Creation of a scalable, flexible product to meet organisational needs, rationalising legacy processes
- Subject Matter Expertise (SME) in the use and design of digital case management and case working

Programme Manager   **Feb – Sep 2014**
                                          Marie Curie

Appointed to lead all aspects of programme delivery of a digital transformation initiative
- Focused on delivery of a major user centred design website re-build, along with a new information and advice service
- £1m+ budgetary management, including management of internal resources and platform costs
- Leadership, management and control of a multi-functional team of 23+ staff and project resources
- Oversaw platform delivery and integration using technology including Episerver, CARE & Worldpay

UX/CX Lead   **Dec 2013 – Feb 2014**
                                          International SOS

Responsible for all aspects of project management, including planning and stakeholder engagement
- Appointed to London-based project management role with a US-based digital agency business

- Focused on undertaking a 'Lean UX' discovery phase, along with follow-up design workshops

Project Manager	**Oct - Dec 2013**
	Park Resorts

Spearheading the agency-side delivery of a website refresh and renewal initiative
- Appointed to project management and leadership role to oversee delivery of a major project
- Drove a web portal refresh, including use of 'Lean UX' discovery, system concepts & wireframes
- Full remit for design, coding & other delivery resources, managing the project against timescales

Programme Manager	**May 2012 – Apr 2013**
	Shire

Responsible for all aspects of programme management, business leadership and transformation
- Appointed to a major 14-month project, budget £1.9m to build a 'social intranet' portal for Shire
- Engaged with programme leadership and the wider team in conceptualisation & delivery activity
- Leadership, management and control of a cross-functional team of 11+ resources & project staff
- Drove platform delivery / integration, utilising new technologies including MS SharePoint & SAP
- Programme delivery and leadership, including project planning, scope, budgeting and deployment

Interim Head of Digital	**Oct 2011 – Apr 2012**
	Royal Mail

Led the front-end portion of this major £4.2m+ transformation
- Managed the digital team through a transitional period of platform change & integration
- Spearheaded delivery of a new public website portal, including front end design & content streams

For full details of career between 1999 and 2011 please see Alex Langley.co.uk

Personal details

UK citizen
Flexible on location
Excellent references available on request