# **Matt Allison-Griffiths**

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**pERSONAL pROFILE**

I have had several years working in various managerial roles, some of which have covered across the UK, these roles consisted of managing customers in face to face meetings, managing large teams and building relationships with senior clientele figures. I consider myself to be a reliable, trustworthy, confident and responsible person. With experience in management, good strategic appreciation and vision who uses initiative to resolve challenges. Highly self-motivated and totally committed, used to working effectively under pressure to meet deadlines and have an immediate impact.

**Key Skills**

* **People Management –** Able to adapt management style to suit the needs of individuals in the team. Development through leading by example and appropriate delegation. Results orientated, challenging people to meet and exceed their own expectations.
* **Communication –** Precise communicator, enthusiasm for influencing people. Able to use communication as a motivational tool. I am very approachable to all staff even when in senior positions.
* **Planning –** Experience in planning and known for my ability to deliver to the identified steps within a plan.
* **Time Management** – Able to facilitate the achievement of time-based goals and objectives. Whilst working in TLC I have always had to work to strict targets and deadlines due to the use of government funded money.
* **Coaching and Mentoring –** I have always developed my teams I have worked with and I support my members of staff. I enjoy coaching and mentoring as I feel it allows staff to develop further and gain new skills and knowledge.
* **Team Player –** I am a team player and I will always get involved if it ensures the team/company succeeds, I will always go the extra mile to help my team.

**Career History**

**Specialist Training Consultant (Home Office and Field based)**

**July 2019 - Present**

**MAG Specialist Training Consultancy**

(I chose to become a freelance specialist trainer/assessor to further my career and enable me to work with more clients and develop bespoke training programmes, this includes a wide range of sectors including (but not limited to); customer service, business administration, cleaning and support services, facilities management, ILM management 3-5)

This role involved:

* Delivered bespoke training on behalf of clients
* Provided rapid troubleshooting services to ensure client’s deadlines were met
* Provided accelerated learning programmes to ensure maximum client satisfaction
* Developed and wrote showcase portfolio’s and training programmes that fit the government new levy standards
* Worked closely with the Quality and Operations departments to ensure training material and plans for delivery fit the new levy standard’s requirements
* Trained new standards to trainers to ensure they were covering all required areas including off the job training
* Working closely with site managers to ensure the requirements of the training is suitable and manage expectations also ensuring all requirement are in line with government standards
* Secured and manage small and large levy accounts across the UK with HR and financial directors to ensure the correct funding was being allocated to TLC
* Carry out reviews of qualifications at client’s sites with trainers, ensuring they were following the new procedure
* Conduct testing sessions following procedures developed by myself and appraised by external auditors to be the best example of the process in the UK
* Carry out requests from the clients to ensure the success of the company with all the new procedures due to gaining new contracts
* Manage and review vocational apprenticeships and QCF qualifications to be delivered
* Represent clients at relevant events and generally supporting client’s marketing strategy
* Work flexibly and efficiently, to maintain the highest professional standards and to promote and implement the policies of the client and MAG Specialist Training Consultancy
* Responsible for learners under the new contracts ensuring all deadlines and targets are achieved in a timely manner
* Development of trainers to ensure they had all the relevant experience and qualifications required by clients
* Mark assignments and deliver feedback and guidance to learners
* Prepare portfolios for presentation during audits and external verification visits to ensure the learner assignments met the standards and ensured learner achievement
* Liaise with learners and managers to discuss feedback and progression to ensure learners where on track to achieve timely in line with client requirements
* Setting and managing strict deadlines with learners to ensure timely achievement
* Delivered management workshops to learners to ensure they have the best knowledge available to complete their assignments (workshops were delivered across the UK)
* Delivered Mathematics, English and I.T/Digital Literacy testing and workshops for learners who required additional support and guidance (in line with qualification framework requirements)

**Qualification Development Specialist (Head Office and Field based)**

**March 2017 – July 2019**

**TLC (The Training and Learning Company)**

(This role developed due to the apprenticeship levy being introduced by the government and requiring all qualifications to be rewritten to new standards)

This role involved:

* Developed and wrote showcase portfolio’s and training programmes that fit the government new levy standards
* Worked closely with the Quality and Operations directors to ensure training material and plans for delivery fit the new levy standard’s requirements
* Trained new standards to trainers to ensure they were covering all required areas including off the job training
* Working closely with site managers to ensure the requirements of the training is suitable and manage expectations also ensuring all requirement are in line with government standards
* Secured and manage small and large levy accounts across the UK with HR and financial directors to ensure the correct funding was being allocated to TLC
* Carry out reviews of qualifications at clients sites with trainers, ensuring they were following the new procedure
* Conduct testing sessions following procedures developed by myself and appraised by external auditors to be the best example of the process in Wales
* Carry out requests from the board of Directors to ensure the success of the company with all the new procedures due to gaining new contracts
* Manage and review vocational apprenticeships and QCF qualifications to be delivered
* Represent TLC at relevant events and generally supporting TLC’s marketing strategy
* Work flexibly and efficiently, to maintain the highest professional standards and to promote and implement the policies of TLC
* Responsible for trainers under the new contracts ensuring all deadlines and targets are achieved in a timely manner
* Responsible for the development of trainers to ensure they had all the relevant experience and qualifications required by TLC
* Responsible for reviews, appraisal and disciplinary processes with trainers when required

**Operations Manager (Field Based)**

**June 2016 – March 2017 (9 months: Received Promotion to Qualification Development Specialist)**

**TLC (The Training and Learning Company)**

(Ran the field team of over 30 trainers across the whole of the UK, managing sites and clients and ensuring all targets were met to our standards and the satisfaction of the client)

Key responsibilities:

* Regular meetings with site managers and supervisors to ensure learners progression and achievement was on target
* Ensuring clients are satisfied with the delivery of training and the trainer allocated to their sites
* Implement and communicate operational strategies and solutions in line with the business plan
* Set and Manage performance targets for 30 field trainers across the UK
* Ensure staffing levels are met and managed in line with TLC’s expectations
* Ensure professional management standards are adhered to at all times
* Monitor Operational budgets for my team and myself
* In charge of full recruitment and induction of new trainers into my team
* Responsible for development of all staff including ensuring all trainers achieved their TAQA Level 3 qualification within their 12 week probationary period
* Ensure the operations business continuity and recovery requirements are met
* Responsible for the effective management and motivation of 30 Field Based Trainers delivering Apprenticeship programmes across the UK
* Leading monthly team meetings to cascade corporate messages and to optimise field effectiveness
* Responsible for my teams probationary reviews and appraisals
* Handling any disciplinary matters in accordance with company policy

**Centre Manager (Head Office & Field Based when required)**

**August 2015 – June 2016 (10 months: Received Promotion to Operations Manager UK)**

**TLC (The Training and Learning Company)**

(I ran the office and administration team ensuring all policies and processes were followed, went out to sites across the UK to deliver training to the field team)

Key responsibilities:

* Implement and communicate operational strategies and solutions in line with the business plan
* Set and Manage performance targets for field based trainers and administration staff
* Ensure staffing levels are met and managed in line with TLC’s expectations
* Ensure professional management standards are adhered to at all times
* Maintain working knowledge of policies and procedures and regulations governing bodies
* Set and monitor operational budgets for my department
* Ensure the operations business continuity and recovery requirements are met at all times
* Responsible for the effective management and motivation of 25 field based trainers delivering apprenticeship programmes across the UK and 6 administrators based at head office
* Ensuring the administration office runs smoothly and ensuring all targets are meet on a daily basis
* Organising and managing external body visits for Director of Quality and Head of the centre
* Leading monthly team meetings to cascade corporate messages and to optimise field effectiveness
* Supported directors with inspections or government audits to ensure TLC remained OFSTED grade 1 status

**Management Trainer (Field Based across the UK)**

**August 2014 – August 2015 (1 Year: Received Promotion to Centre Manager)**

**TLC (The Training and Learning Company) Head Office Swansea**

(Delivered training and assessment for over 200 managers across all sectors over the UK, from Leeds down to Cornwall)

Key responsibilities:

* Worked with quality director to map the ILM level 4 & 5 qualification to be delivered as a hybrid qualification, ensuring the standard of evidence was to TLC and awarding body standards to ensure successful completion
* Manage a caseload of over 200 management learners remotely and across UK sites in varied sectors such as Facilities Management, Health Care, Hospitality, Education (Colleges), Aviation, Retail, Warehousing and Local Councils. This has given me an insight to so many different sectors and how they run.
* Mark assignments and deliver feedback and guidance to learners
* Prepare portfolios for presentation during audits and external verification visits to ensure the learner assignments met the standards and ensured learner achievement
* Liaise with learners and managers to discuss feedback and progression to ensure learners where on track to achieve timely in line with government requirements
* Setting and managing strict deadlines with learners to ensure timely achievement
* Delivered management workshops to learners to ensure they have the best knowledge available to complete their assignments (workshops were delivered across the UK)
* Delivered Mathematics, English and I.T/Digital Literacy testing and workshops for learners who required additional support and guidance (in line with qualification framework requirements)

**Duty Manager**

**January 2014 – August 2014 (8 Months: Left due to relocation to Swansea)**

**Two Bridges Hotel, Dartmoor National Park**

(Worked with the hotel manager and my team of staff to run day to day operations, ranging from coaches of tourists to 300+ weddings and functions)

Key responsibilities:

* Dealing with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
* Deal with customer complaints to ensure customer satisfaction
* Manage and maintain the administration of all reservations, cancellations and no-shows in line with company policy
* Maintain effective communication at all times, among the team, hotel manager and night manager
* Assist in keeping the hotel clean and tidy, at all times ensuring the standards and expectations of the hotel are always to the highest standards for myself and my team
* Responsible for the management of a team of 15 plus staff, including temporary staff on busy periods or events
* Attend company meetings including presentations on performance of hotel when the hotel manager was not available
* Ensure staffing targets are achieved and managed efficiently
* Promote the hotel to visitors and VIP guests as the prestigious boutique hotel with unique selling points

**Security Supervisor**

**September 2012 – January 2014 (1 Year 4 months)**

**City Security, Plymouth**

(Started as a supervisor and within 6 months was promoted to lead supervisor or sole supervisor overseeing sites and venues)

Key responsibilities:

* Ensuring all security supervisors followed policies and procedures to ensure their safety
* Managing shifts for security supervisors, visited various sites to check progress of the shifts
* Liaising with site managers and gaining feedback on the security offered to them by the security supervisors
* Conduct assessments/observations of sites and perform various duties; key holding, money handling and checking staff attendance
* Control ingress and egress of the premises and all exits
* To conduct searches in accordance with the premises search policy
* To ensure that patrons have an enjoyable experience within a safe environment
* Assisting customers and dealing with their concerns
* Observing the behaviour of customers in the venue and maintaining the premises code of practice and conduct, by dealing appropriately and safely
* To ensure the licensing laws are upheld to prevent any criminal offence occurring in the premises

**Lab Technician (Lab Experience)**

**September 2009 – September 2012 (3 Years)**

**University of Plymouth**

I worked after hours and between classes to aid the professors with research projects and preparing experiments for other classes.

Key responsibilities:

* Carbohydrates testing to determine calorific value
* Preparing microbial cultures for use in experiments
* Microbial contamination testing
* DNA testing for species identification
* Mass spectrometry to identify contaminants, proteins and core molecules

**Computer Hardware Engineer (Summer Work)**

**June 2006 – September 2008 (2 Years 3 months)**

**ITI (Botswana)**

I helped manage and run the rebuilding and recycling of government computers, including testing and updating the core components and operating systems.

Key responsibilities:

* Test and re-test parts to ensure they work correctly
* Identify and isolate defects
* Test work and refine processes
* Build, test and modify products
* Evaluate the effectiveness of the design and change if necessary
* Analyse information and recommend appropriate hardware to users
* Liaise with staff and department heads, including customers and clients on their needs

**Professional qualification and Education**

**Attended Plymouth University from 2009-2012**

Level 5 Diploma in Biological Sciences

**Attended Kearsney College (South Africa) from 2004-2008**

**Equivalent A level’s:**

* Maths
* English (literature and language)
* Physics
* Chemistry
* Biology
* Computer Programming
* Geography
* Physical Education
* Life Skills

**Achieved:**

* PEARSON Diploma in Customer Service Level 2
* PEARSON Level 2 in English
* PEARSON Level 2 in Mathematics
* PEARSON Level 2 in ICT
* TAQA level 3 (stands for Training, Assessment and Quality Assurance.)
* Lead IQA TAQA Level 4 in Internal Quality Assurance
* ILM Level 4 Diploma in Management
* ILM Level 4 Diploma in the principles of Management
* End point assessor (EPA) qualification Level 3
* Essential skills Wales Application of numbers level 2
* Essential skills Wales Communication level 2
* Essential skills Wales Digital Literacy level 2
* Compliance certification
  + Safeguarding
  + Prevent
  + Health & Safety
  + Equality & Opportunities
  + Manual Handling
  + GDPR

**Currently in Progress:**

* EATs (Education and Training) level 3 teaching qualification

**Additional Information**

* Nationality: Welsh (Born in Botswana as a British Citizen)
* Driving Licence: Full (Car Owner) willing to travel any distances including internationally
* Interests: All sports, socialising with friends and family, cooking, films, culture and music