

Candidate: Mark Dick  
Role: Interim Finance Transformation Lead  
Charge Rate: £1050 Per Day Plus Expenses – Outside of IR35  
Availability: Immediate  
Location: Leeds  
Presented to: PTSG  
Presented by: Mark Kitchen 02078715500 / 07580066274

**CONSULTANT COMMENTS:**

I have known Mark for over 15 years although we have not work together before. I know who mentored and trained Mark, he is a very experienced transformation expert.

Mark is a process focussed transformation lead who is passionate about the finance function, this also includes payroll and P2P.

Mark operated diligently, he brings people with him as he delivers change and he controls the pace of change to suit the people that he is impacting.

Mark has a proven way of working, he sticks to a structured approach and is unflappable.

**PROFILE**

Focused on achieving successful business outcomes, He is a Multi-Disciplinary Interim Global Finance/Payroll/HR Project Transformation Leader, with more than 20 years of expertise gained in the delivery of critical business Projects, which all contain aspects of People, Processes and Technology.

Mark is a subject matter expert around implementations and recovery of Finance / HR end-to-end solutions and he always takes his clients on the journey so they can be delivered with quality and on time.

Mark prides himself on internal relationships and has significant experience with 3rd parties and he enjoys stakeholder management from the Shop Floor to the Executive level.

A people-focused listener and relationship builder he has a 'can do/will do ethos' and fully understands complex change in terms of culture, data, operating models, and business operations, and how to deliver successful outcomes by overcoming the most challenging of situations and constraints.

Mark's results have provided him with referrals and extensions, as he continuously will go the extra mile to achieve value for money for the Client and to meet their objectives and business cases. He enjoys learning new skills and has fully transferable toolkits and methodologies.

Areas of Expertise Include:

- Transformation, Change Management, Problem Solver, Continuous Improvement, Simplification
- Stakeholder Management
- Team Builder
- Commercial Acumen
- Turning Strategy into Delivery
- Programme and Project Management Delivery
- Understanding Outsourcing and Supplier Management.

## CAREER

### Client Confidential

April 2023 – Present

#### Oracle Finance / HCM Delivery Lead (Part Time to Full Time)

- Leading end-to-end project deliverables.
- Set up PMO / Governance Model
- Business Integration between Finance / HR / Payroll
- Full Process review and mapping of the ToBe Process
- Multi-disciplinary leading test, change, data
- Tracking of plans, and remediation where required
- Process Transformation
- Turnaround of Key Issues
- Management of a 3rd party implementation partner
- Management of internal graduates

### Coventry University

October 2022 – Sept 2023

#### Success Factors HR Business Readiness Project Lead / Change Lead

- Project Management of a full Success Factors Rollout – All Modules
- Tracking of plans, and remediation where required
- Process Transformation
- Turnaround of Change Workstreams and management of training, comms, change

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- Management of Business Readiness
- Data Migration cleansing turnaround
- Support on testing
- Parallel Run Management

#### **Mitie**

**June 2021 – October 2022**

#### **Finance / HR Lead / Payroll Programme Manager**

- Workstream lead completing an As-Is process review across Finance, Payroll, HR review controls, risk, pain points, and technology aspects across various internal applications.
- Define strategy for the leadership team around pain points
- Analysis of problem statements and recommendations for a Global outsourcing plan
- Review and improve the KPI Model
- Backlog and escalations of P2P outsource issues
- Management of key internal escalations

#### **Ocado**

**May 2020 – June 2021**

#### **Programme Recovery and Improvement – Payroll / Finance /HR**

- Full process review using a risk assessment and controls framework
- Identification of ToBe Processes,
- Build a help desk solution and implement it
- Continuous improvement on P2P
- Review of 3rd party vendors
- Built a Service Framework

#### **Associated British Foods Plc.**

**January 2020 – May 2020**

#### **Payroll/HR Success Factors Lead**

- Led a Success Factors rollout using a pre-configured solution and Moscow design for a Payroll HR Project into Employee Central, Talent, Reward, L&D
- Setting up and the delivery of a PMO with 100% remote working
- Implemented Employee Central, Recruitment, and Performance Management across 2 business groups, on time, to budget.
- Led the Test stream.
- Further developed an end-to-end business readiness toolkit to support cloud-based technology.
- Completed strategy documents for testing, change management and training.

#### **Deloitte January 2019 – Jan 2020**

#### **Global Payroll Programme / Transformation Manager Success Factors**

- Led a 4-week Discovery Period on a Global business-critical Payroll/HR issue, and built a remediation plan and Statement of Works to win Deloitte a \$3M programme.
- Set up the Programme Team, Workstream and Governance Model (PMO)

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- Worked alongside Shared Services on delivering a solution built around ADP / SAP
- Adapted the Operating Model – Set up a Shared Service Centre
- Completed a full data cleansing remediation.
- Remediated the Success Factors programme
- Implemented a Change approach and change delivery plan across the organisation.
- Implemented 6 sites onto time and attendance to integrate into Payroll.
- Put in place a blueprint to document to build a Global 2-3-year rollout plan.

### **Yorkshire Water**

**November 2017 – Jan 2019**

#### **HR/Payroll Programme Manager Shared Services/ SAP Lead**

##### **Payroll/HR Lead Success Factors**

- Turned around a failing HR Workstream to successfully complete design/build on Recruitment, Onboarding, Learning, Performance, Talent and On-Premises HR
- Created a structure to complete the rest of the Programme.
- Programme successfully deployed.

##### **Business Readiness**

- Turned around a business-critical Workstream which included 18 resources and a network of +250 people who had lost confidence in the programme.
- Led Change Management, Training and Communications across HR, Finance, Operations and Customer Services to cover SAP S4 Hana, Ariba, Success Factors,
- Represented Business Readiness at Programme Board and steer level to provide confidence the S4 Hana Programme was ready for Day 1 of Go Live

### **BUPA**

**August 2017 – Nov 2017**

#### **Workday Delivery Lead**

- Led the delivery of the UK phase of a Global Workday implementation including Reward, Talent, Payroll
- Set up the solutions for Payroll Integrations, Cutover Planning

### **Coty Inc.**

**November 2016 – Aug 2017**

#### **Global Transformation Programme Leader**

- Managed a Programme of work to set up 2 Global Shared Service Centers on an SAP / ADP Platform
- Set up and delivered the Governance Model – PMO / Steerco
- Managed Key Stakeholders
- Set up new processes using SIPOC and Service Delivery Shared Services Model
- Led SAP Change Management activities for the Shared Services.
- Built SLA Model and worked within hours teams on them

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**Thames Water**

**May 2016 – November 2016**

**Deployment Manager**

- Managed SAP cutover approach across a project team of 85 people
- Completed a change impact assessment/change plan to support the business readiness team.

**Seadrill Oil Inc**

**Nov 2015 – June 2016**

**Accounts Payable Transformation Leader/Oracle PM**

- Led the setting up of a Global HR/Payroll Shared Service Centre
- Managed the rollout of the Oracle R12 upgrade PM cutover plan across 14 countries.
- Interim management of the payroll team increasing productivity by 40%

**Cabinet Office**

**May 2015 – November 2015**

**Global Payroll Process Owner HR**

- Led the design of new processes in new ways across all Central Government.
- Put in place rigour and controls to adapt to standard processes!
- Led the Change Management on Oracle R12 and Agresso National Government rollouts

**Morrison's Plc.**

**December 2013 – May 2015**

**HR/Payroll Transformation Lead**

- Set up a Greenfield project to set up an HR Shared Service Centre using the Ulrich model.
- Built a business case worth £1.5M per year,
- Realignment of the Payroll Target Operating model to an offshore provider
- Delivery of Payroll Services to a retained / offshore model
- Led the RFP and obtained investment to roll out a new target operating model and Peoplesoft Upgrade.
- Led a programme of work with a team of 14 to implement the blueprint across Retail, Manufacturing and Supply Chain

**Wincanton Plc.**

**December 2012 – Oct 2013**

**Payroll Programme Manager**

- Managed the Operation whilst transforming the team, process, and data models, including a key Payroll Project coupled with a Kronos implementation
- Led the turnaround in 6 months of a business-critical Payroll issue from 4000 errors a month to under 10 and received board and Union external recognition.
- Managed a Payroll, Service Now and Kronos implementation of +400 sites.
- Led an employee services team of 25 people across 2 sites and created 30% productivity savings.

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**General Electric**

**September 2011 – Dec2012**

**Global Payroll Transformation Delivery Lead**

- Led the turnaround of a failing project to implement 96 General Electric businesses into a payroll system and outsource model, saving the organization \$2.5 M per year.
- Created a repeatable Global model so GE GBS could have a transition methodology and used this by completing an RFP in France/ Czech Republic to change Payroll systems and complete the transition, saving more than \$2.5M
- Harmonized global process and data cleansing to prepare for an outsourcing move to Budapest.

**Serco Plc.**

**January 2010 – Sept 2011**

**Offshore Transition Manager**

- Created and implemented a transition plan to set up a +200-seater Shared Service Centre outsource model to New Delhi and completed this on time and within budget.
- Led the process improvement for Purchase to Pay following major issues after an SAP deployment, identifying issues with the process, cutover, and data cleansing.
- Change Management lead for the SAP project.

**Research Council**

**November 2008 – Jan 2010**

**Business Readiness Manager**

- Created and delivered a 300-criteria business readiness tracker to make sure the HR, Finance, and Payroll functions were ready for day 1 of a major new Shared Service Centre and Oracle R11
- Led the change management across the programme and integrated the Service Delivery Teams into a network of the business by utilising Champions and Super Users
- His early career prior to Interim Management was successfully spent working for Xansa, General Electric, Asda, and Diebold Inc. across Finance, Project Management, and consulting.

**EDUCATION / QUALIFICATIONS**

He is Currently Studying Managing Successful Programmes

- Green Belt certified in 6 Sigma; Black Belt trained
- Prince 2 Certified
- Certificate in Management – Projects, Marketing, Sales, and Finance
- 6 O levels in BTEC Business and 2 A Levels in English and Geography

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