

Susanne Crosby

Professional Summary

Highly effective project manager for performance and change management. A natural leader and experienced manager including team building and motivation. (Team of the year 2006, 2007, 2008). Politically diplomatic and sensitive through challenging times with a healthy attitude towards change.

Innovative, positive, constructive and proactive.

Committed to equal opportunities and anti-discriminatory practice with a passion for ethical and environmental business practices.

Key Skills

Project Management: Highly organised and experienced in strategic planning and budgetary control.

Written communication skills: Clear and concise style. Able to assimilate detailed research into usable formats. Written numerous reports for a range of audiences.

Verbal communication: Involvement in training and teaching. Effective negotiating, influencing and networking skills.

Leadership and guidance: Management of teams being fair, friendly and firm, earning respect and trust.

Lead on team building activities and advised other businesses on team building. Chairperson for various meetings and business co-operatives.

Entrepreneurial: Motivated business advisor. Established and ran several successful enterprises within catering and retail, business training and creative fields.

Creative: Involvement in theatre and film projects. Established own jewellery making business.

Achievements

- **Key representative and organiser** at national and local level for a variety of business forums including key speaker and running workshops for:
 - Board of Directors of ICOM – Industrial Common Ownership Movement
 - Represented Britain in the International Conference on the Environment in Lisbon (1989)
 - Women's Cooperative National conferences.
 - 'Women in Business' conference, Brighton 1991.
 - 'Training for Trainers' course for East Sussex County Council 1997.
- **Award winning writer** for corporate and theatre:
 - National Equal Opportunities Award for the design and delivery of "Women in Business" course.
 - Report for Adult Social Services department promoted by the Department of Health as a national model of good practice.
 - Commissioned to write staff handbooks; Management Handbook, Supervision Handbook and Staff Handbook, as well as the Annual Development Review for Finance
 - Commissioned to write 'The Cooperative Business option' leaflet by Brighton Borough Council 1993
 - Winner of the Royal Project National Script Writing Competition 2010.
- Princes Trust Youth Business Advisor
- Key organiser: Taking Liberties' annual women's festival in Brighton (1989 – 1991); including major theatre productions.
- Won the County Council Team of the Year Highly Commended entry - 2006. Won the Adult Social Care Team of the Year Highly Commended entry – 2007 & 2008.

Career Summary

East Sussex County Council; Social Services Department.

Worked in Social Services between 1993 and 2010 and have in depth knowledge of policies and procedures and statutory responsibilities for Adult social care and the role of performance management.

**Performance, Adult Social Care
Performance Manager**

August 2006 – August 2010

Manage team of five / six, working at a strategic level to implement new National Performance Indicators for Social Care. Designed and lead implementation of new business planning processes and resulting plans for Adult Social Care, including involving, consulting and engaging all 1500+ staff. Ability to keep bigger picture in view whilst facilitating a culture change across the department. The role has demanded problem solving to develop effective new systems and the diplomatic sensitivity to introduce these successfully.

Performance and Delayed Transfers of Care Officer

June 2000 – July 2006

**Performance Improvement Initiative, Social Services
Research Officer**

Jan 1999 – June 2000

Finance Department, Social Services

Income Manager

April 1997 – Dec 1998

Visiting Officer

April 1995 – March 1997

Income Assistant

Nov 1993 – March 1995

Clerical Assistant (maternity cover)

July 1993 – Oct 1993

Childcare Links, Brighton

Marketing Officer

Sept – Oct 1992

(temporary maternity cover)

Part time Teacher / Trainer

Sept 1990 – July 1994

- Brighton Technical College (now Brighton College of FE)
- Workers Educational Association (WEA)
- Brighton Council for Voluntary Service (CVS)

Brighton Area Co-operative Development Agency (CDA)

Business Advisor, Consultant and Trainer

June 1989 – Dec 1992

Ear to the Ground Wholefood Shop, Swansea

Summer 1986 – May 1989

Jointly owned business: Shop Manager / Finance Business Manager

The Pumphouse Beefeater Restaurant, Swansea Marina

Waitress

Summer 1985 – Summer 1986

Education

Oxford Cambridge & RSA Examinations Certificate in Coaching	April 2009
Chartered Management Institute Diploma in Management	July 2008
Open University Humanities (BA part module)	Jan – Oct 2002
Brighton University Research Methods (MA part module)	Autumn 1999
Lewes College Certificate in Counselling	Autumn 1994 – Summer 1995
University of Greenwich and Thames Polytechnic Certificate in Education – Further Education (Cert Ed FE) (Adult teaching qualification)	Sept 1989 – June 1992
University of Sussex BA Social Psychology (passed 1 st year)	Sept 1992 – June 1993
Swansea College A level: English Literature O-Level: Economics	Sept 1984 – June 1985
Gowerton Comprehensive School, Swansea A/O level: English (A) 10 x O level passes (A – C grades including English grade A and Maths grade A)	1978 – 1984

Training courses attended

- **Project Management:** Prince 2
- **Management:** Negotiating Skills, Preventing and Managing Aggression, Complaints Procedures, Tackling Prejudice and Discrimination, Recruitment Selection, Presentation Skills, Performance Management, Freedom of Information Act, Drug and Alcohol Awareness, Developing Performance Feedback Skills, Employee Relations.
- **IT:** Microsoft Word, Microsoft Excel, Internet / Intranet, Microsoft PowerPoint Expert, Microsoft Project, Microsoft Access.

References available on request.