

# A Résumé of Ivan Coppins

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I am an experienced project manager, researcher/analyst and have been successful in resolving complex policy and administration issues resulting in commendations and an excellence award. My work has led to successful outcomes, including policy formulation and research results that have made lasting and positive differences.

Effective communications skills have enabled me to 'get people onside' and resolve conflict.

## Qualifications

BA (joint hon) Kent University 2:2 Social Policy & Administration, joint with Computer Science

MA (hons) Westminster University 2:1 Housing Management, Practice & Law

## London Borough of Havering (June 2013 – present) contract position

**Housing Policy and Research Officer** – Project managed service reviews and change management, tasks included:

- Review of Council managed Houses of Multiple Occupations- produced a 10 page report identifying measures for reducing conflict such as introducing contract cleaners and gardeners and strengthening the vetting procedure. The council's property standards requirement was also upgraded.
- Estate Agency Commercial Study- Gathered terms and conditions of local estate agents to determine the gap between current PHST operations and services available in the high street. Helped to develop new marketing strategy and enhanced terms for landlords.
- Proof read Housing Strategy- made recommendations as a 'fresh pair of eyes' making pre publication changes.
- Review of AST property acquisition and management process- Researched best practice and housing law through publications and direct meetings with the council's legal team.

Subjects researched included:

- Defining when appropriate to change locks and dispose of ex tenants belongings.
- Recommended the council's web page be updated.
- Considered the merits of recharging ex tenants for late key returns.
- Determined when the council can safely conclude that an abandoned tenancy has ended.
- Research and submit DCLG Rogue Landlord £7M bid- While Havering does not have a rogue landlord problem, the bid enabled Havering to demonstrate that one should be anticipated.
- Researched tenancy matters and legal definitions for the management team.
- Examined the relationship between Havering's Private Sector Housing Teams acceptance process and that of their Housing Advice and Homeless Section. My report considered the possible issues.
- Profiled AST tenants and identified future service need using census and Havering's own data- Recommended that Havering's PHST increased its intake threshold to take account of working families in housing need.
- Designed, construct and evaluate a Semi Structured Qualitative Survey to determine to what extent the East London Housing Partnership is using the powers of the Localism Act 2011 to discharge duty to the privately rented sector- The report was concluded successfully and within deadline, however the results of this interview based research are confidential.
- Examined the scope for LA commercialism in context with the Localism Act- Recommended that the PHST could continue, but cautioned that State Aid is controlled and monitored by the EU. Made recommendations of possible future strategies that may avoid possible conflict.

## The Office of the Pensions Ombudsman (September 2012 – June 2013) contract – maternity cover

**Business Support Officer** - Managing the IT system (hardware and software)

- Advise and provide technical support to the IT refresh project team.
- Administer the network server via Microsoft's Active Directory
- Resolve day to day hardware and software issues, including user terminal repairs and upgrades.
- Remedy embedded code errors in third party letter templates using JAVA, XML, XHTML
- Extract and migrate data for analysis and into new IT system.

## Life Thrives (December 2011 – September 2012)

**Research Consultant** – Continuing my support work including updating and merging research data record sets.

### **Remade South East (June 2011 – December 2011) Fixed term contract**

**Project Officer/ Coordinator** - Monitoring and assisting project partners in compliance with European funding regulations (ERDF)

- Manage and offer guidance to participating organisations, including site visits and meetings.
- Audit and resolve performance and compliance issues
- Edited a European study which examined the existence and viability of sustainable best practice within European construction industries. Best practice includes networking between project participants to minimise waste. Evaluation took place via focus groups and case studies.
- Edited and drafted various news items concerning Remades own projects.

### **Life Thrives (March 2011 – June 2011)**

**Research Consultant** - Providing technical advice for the commissioning of a series of research products.

- Assisting the construction of a suite of semi structured quantitative research forms.
- Giving advice and guidance concerning data capture, input methods and migration.
- Providing help concerning the survey piloting and deployment.
- Managing and monitoring the project.

### **Brake Bros. Frozen Foods (January 2011 - March 2011) contract position**

**Management Consultant**- Create 'Kick off' governance for new projects.

- Interpreted and organised various data sets to produce a consistent organisation overview.
- Worked within the Information Services team to assist change management following company merger.

### **SLFHA - now AmicusHorizon Ltd (April 2008 - September 2010) contract position**

**Data Consultant/Project Manager to the following Departments:**

- **Customer Services** - Dynamic Absence Monitor, Agency Worker Database, Web Interface Portal.
- **Neighbourhood Housing Services** - Neighbourhood Inspection Database, Cleaning and Gardening Monitors, Web Interface Portal.
- **Maintenance Call Centre** - Call Centre Monitor.
- **Homes for Older Persons Service (HOPS)** - Tuition – Basic Computing for Older Residents, Tuition – Intermediate Computing for Staff.
- Updated and migrated data from existing data sets into the above
- All reports were custom made using combinations of Visual Basic and SQL

### **Museums Libraries & Archives Council MLA (September 2007 - February 2008) contract position**

**Tutor/Project leader** - Constructed, delivered and managed a basic IT tuition on a 'drop-in' basis.

- Create and deliver a basic ITC curriculum for delivery within the library.
- Deliver the course to mixed ability adults for whom English is not their first language.
- The courses were positively reported in the MLA news magazine.

### **Barnet Homes (March 2007 – September 2007) contract position**

**Performance Consultant** - Advised the housing regeneration team, Project-managed a performance management and reporting intranet.

- Develop an intranet based environment to hold the performance tool.
- Produce a user guide, also placed within the web based environment.
- Co-produce an Access/SQL/VB Scripted database for the analysis of decent homes data.

### **London Borough of Waltham Forest (December 2006 – March 2007) contract position**

**Project Manager** - Project managed a service review of LBWF's temporary housing services with emphasis on Private Sector Leasing.

- Research LBWF's organisation and service delivery.
- Provide comparative data to understand:
  - Cost/efficiency in terms of service delivery.
  - Comparison of cost/efficiency between similar Local Authorities.
  - Identify areas of duplication of service/service crossover.
- Identified potential first year savings of £100,000 approx.
- Report now available via: <https://democracy.walthamforest.gov.uk/mgConvert2PDF.aspx?ID=6446>

### **Instant Muscle, Ashford, Kent (September 2006 – December 2006) contract position**

**Tutor/ Life Skills** - Instant Muscle is a contractor to the Department, Work and Pensions' Jobcentre Plus scheme. Locating long term unemployed with work or work based experience.

- Construct Lesson Plans and deliver CV and personal development seminars.
- Provide support to candidates and colleagues.
- Cold canvass prospective employers to provide work placements.
- Vet and consult placement employers for compliance and suitability.

**SLFHA Ltd, a Amicus Horizon Company (February 2006 – September 2006) contract position**

**Business Support Officer** - Project managed the production of 10 specific policies and procedures (approved by Board without amendment).

- I achieved the Chief Executives' 'Ideas for Excellence' award.
- Developed a Policy Development Document (PPD), a template which optimised Directors' time.
- SLFHA Ltd. has since been awarded a 'one-star service' with 'promising prospects for improvement' following a re-inspection by an independent body in June 2008.

**The North School, Ashford, Kent (September 2005 – February 2006)**

**Graduate Teacher Training (GTP)** - An opportunity to explore a teaching career.

- Received letter of gratitude for positively representing the school training.
- Developed a science safety database for chemical storage and handling, importing existing data

**Southwark LBC (January 2005 – May 2005) contract position**

**Principal Information Officer** - Prepared for the Audit Commission's Key Line of Enquiry Audit (KLOE).

- Evaluated and used the resulting data to rationalise existing Service Improvement Plans (SIPs).
- Migrated and merged resulting data with exiting to provide compressive performance statistics.
- Chair and facilitate the workshop meetings.

**Dartford Borough Council, Dartford, Kent (January 2002 – January 2005)**

**Data Analysis Officer** - Set up data capture systems that enabled reporting and monitoring of Government's statistics using SQL which was also used to query the Academy database.

- HouseMark benchmarking and satisfaction analysis such as the mandatory STATUS.
- Migrated and merged historic performance data for which I received commendation from the Governments Chief Housing Statistician.
- A void standards analysis saved over £300,000 in first year.

**Thank you for reading my brief résumé. Should you have any questions, please contact me via email: [ivancoppins@gmail.com](mailto:ivancoppins@gmail.com) or Mobile: 0754 0884 896**  
**For more information, please visit my website: <http://www.ivancoppins.info>**