

John A Gauterin MBA, CEng, MICE

Associate

Contact details

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Professional Summary

Results-driven business executive and organisational change agent with a proven track record of 25+ years of business and programme leadership experience in the telecommunications, government, water, renewable energy, waste and consulting services industries. Skillfully manage all aspects of large-scale, cross-functional international programmes to ensure compliance with service level agreements, including strict budget and schedule requirements. Apply my strategic planning, contract management, solutions development and process improvement expertise to align all aspects of performance improvement with both business goals and objectives. Utilise my excellent communication and interpersonal skills to establish profitable business partnerships and negotiate contracts of all sizes. Build and lead top-performing teams and organisations, providing the guidance and support needed to meet and exceed business expectations.

Key Skills & Competencies

- Strategic Planning
- Programme and project management
- Solutions & Process Development
- Change Management
- Business performance improvement
- Bid & Contract Leadership
- Budgeting & Cost Control
- Problem Solving & Analysis Skills
- Client Relationship Management
- Cross-Functional Team Building & Leadership

Employment History

Impart links Limited Feb 2010 to present

Associate

A range of projects, including;

- Health-check and systems review for Russet Homes.
- Health-check and systems review for Gloucester City Homes.
- Development of emergency strategy for Homes in Sedgemoor, following contractor administration.
- Input into the mobilisation process for Brighton & Hove City Council.
- Development of Impart links Cultural Diagnostic Tool.

Zertus Ltd 2002

Managing Consultant

Oversee all aspects of business operations ranging from lead generation to contract negotiation and service delivery. Liaise with company owners and directors to identify and align client needs and requirements with value-added business solutions. Manage entire programme lifecycles to ensure the on time and within budget completion of client engagements. Assignments carried out through interim management and contract basis.

Key Consulting Highlights include:

- **DULAS LTD – CHANGE CONSULTANT (May 2011 – Dec 2011)**

Guided and supported the Board and Change Management Group in the total restructuring of the Company's Board, senior management and Shareholder representation. Business improvement is required to enable the employee owned Company to substantially improve its performance in responding to the significant opportunities currently available in the renewable energy sector. The changes are encapsulated in a new Governance Framework and revised Articles of Association,

which have empowered the Board to manage the business, whilst retaining the control required by the Shareholders.

- **DULAS LTD – INTERIM BUSINESS MANAGER (Oct 2010 – Apr 2011)**

Formed a new department to establish Dulas as a key player in the Medium Wind (50kW to 500kW) Turbine planning and installation industry throughout the UK. In addition to recruiting the majority of the department's 15 staff, operating processes supported by customer relationship management and reporting structures were developed and implemented.

The department, with its 15 staff, is planned to turnover £6m in its first full year of operation, with a target of £16m (60 turbine installations) in the second year.

- **BORDER SECURITY SYSTEMS COMPANY (2009-10)**

Established operating and governance procedures for newly formed UK business to provide maintenance support and business development functions, for its Portuguese parent, in leading edge automated passport security systems.

- **AGUSTAWESTLAND:**

Managed a £3.5M programme to develop and implement Management Information Systems (MIS) required in a £550m services contract for the operation of the MoD's Merlin helicopter fleet. This involved the analysis of business needs, contract negotiations, systems development and integration with existing AgustaWestland and MoD systems.

- **ENVIRONMENTAL WASTE MANAGEMENT COMPANY:**

Acted as interim General Manager tasked with managing and turning around an under-performing £1.2M division consisting of 20 staff members.

Transformed the loss-making division into a profit generator, increasing annual turnover by 20% after restructuring the organisation as well as existing operating and administrative processes.

Introduced management reporting systems and processes to effectively and regularly communicate key data and performance metrics to the group's Managing Director.

- **CENTRAL GOVERNMENT (National Health Service):**

Advised 3 major hospitals in their applications to achieve Foundation Trust status, working with their finance directors on the preparation of strategic business plans and applications.

Siemens Business Services
1999 to 2001

Business Development Director

Spearheaded a culture and performance improvement programme to drive business development through the introduction of new ITB consulting services. Conducted market research to identify and pursue new business opportunities. Devised and implemented strategic business plans to promote ITB services in key market regions and countries, including the Middle East and Indonesia. Cultivated strategic relationships with existing and potential clients to facilitate the delivery of business consulting services.

Financial / Operational Highlights:

- Managed back-office systems integration project for Kuwait's new mobile telephone company.
- Served a key role ensuring that the ITB group met and exceeded its annual turnover target by £8M.
- Expanded ITB's portfolio to exploit new consulting opportunities after reengineering existing business processes and modifying the business approach for developing client proposals.
- Established strong relationships with and led bid submissions for targeted potential clients in Egypt, Dubai, India, Belgium and The Netherlands.
- Resolved project and personnel issues impacting a major contract with a new telecommunications company in Kuwait.

Telenet NV, Mechelen, Belgium
1997 to 1999

Programme & Quality Manager (1998-1999)

Proactive leadership of the public and private partnership company's Programme Management Office (PMO), including a combined, annual operating and capital

expense budget of approximately £250M. Evaluated and resolved interdepartmental and partnership issues in collaboration with the COO and senior management teams. Established and improved end-to-end processes to enhance interdepartmental cooperation and quality of services. Served as a key member of the company's senior management team, monitoring and reporting key performance indicators and balanced scorecards directly to the CEO, COO and Board of Directors. Supervised a 5-member business monitoring and performance improvement team.

Financial / Operational Highlights:

- Generated significant cost savings through skilful management of the PMO office that provided strategic decision support information for marketing campaign launches and capital programme modifications.
- Coordinated companywide initiatives to build the company's IT and physical infrastructure and grow it's customer base.
- Facilitated end-to-end service delivery after optimising companywide business processes that improved interdepartmental communication and collaboration.
- Oversaw a major Andersen Consulting (now Accenture) contract, which involved leading 30 consultants tasked with developing and integrating call centre, billing and infrastructure management IT systems.

Capital Programme Manager (1997-1998)

Created and led a £900M capital investment programme to build out the company's hi-tech main transmission and hybrid coax/fibre networks. Devised and implemented processes to control and monitor the 5-year programme. Liaised with 18 partner companies. Reported to the Engineering Director.

Operational Highlight:

Ensured the successful completion of the 1st year's £200M capital programme in close collaboration with engineering managers.

Severn Trent plc
1990 to 1997

Senior International Contracts Manager (1993-1997)

Managed all aspects of numerous consulting and operating contracts throughout Europe and the near Middle East, including contract development, bids and negotiations. Identified and pursued opportunities to secure new and repeat business from both potential and existing clients.

Operational Highlights:

- Enabled private sector delivery of water and solid waste services in Antalya, Turkey after driving legislative change and establishing a concession framework funded by the World Bank.
- Led the bidding phase and final contract negotiations with the preferred bidder for the annual £9M concession contract offered by authorities in Antalya.
- Played a key role in the bidding for and securing of a £100M contract involving the provision of clean and wastewater services to 4M people in Mexico City over a period of 10 years.

Senior Adviser (1990-1993)

Collaborated with the Flemish Government's investment company (GIMV) to develop the organisation, funding and legislative structures required for the start-up of Aquafin NV, a new wastewater company serving the Flanders region. Devised and implemented Aquafin's technically sound and commercially viable sewerage management strategy. Served a key role in supporting a £1B capital investment programme to improve Flanders' existing sewerage and sewage treatment infrastructures. Liaised with Flemish councils, design consultants and market analysts. Supervised an engineering group consisting of up to 20 members.

Operational Highlights:

- Ensured regional compliance with EU standards by supporting the establishment of Aquafin NV, which provided wastewater services to a population of 5.4M Flanders residents.

- Facilitated the successful build-out of £200M worth of sewerage and sewage treatment infrastructures within the first 18 months of launching the capital improvement programme.

Leicester City Council
1990 to 1997

Department Head (1987-1990)

Leadership of the Council's drainage department, with some 30 professional staff, in the management of the City's flood defence infrastructure and its agency contract with Severn Trent Water.

Operational Highlights:

Established the Council as a leading and model Agent for Severn Trent
Formed, implemented and led a commercially focused, competitive and successful engineering consulting group within the Council.

Design Engineer / Senior Engineer (1979-1987)

Design, contract preparation and management of urban sewerage projects and, subsequent to promotion as Senior Engineer, leadership of an engineering team responsible for the City's flood defence infrastructure

Previous Employment

Includes roles as **Structural Design Engineer** at AHS Waters & Partners and **Construction Engineer** at Dowsett Engineering Construction. Details provided upon request.

**Qualifications, education
and training**

Leicester Business School

Master of Business Administration

University of Liverpool

Bachelor of Engineering in Civil Engineering

Various in-house and professional development courses and seminars.

and

- Member of the Institution of Civil Engineers
- Chartered Engineer
- Registered European Engineer
- Associate of The Institute for Independent Business

Languages

English & Dutch (working)