

# Arabica Transformation Consulting



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## Personal statement

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Experienced Agile Coach/Consultant with a demonstrated history of working in the public and private sector and financial services industries. Skilled in delivering multiple Agile methodologies and ways of working, ensuring the promotion of psychological safety and a respected and diverse culture, as well as highly competent in business analysis, stakeholder management, business architecture and organisational design, among other skills. In addition, I have a wealth of experience in people management and in large scale Agile transformation programmes of work, including coaching teams to enable idea to value faster using relevant Agile methods.

## Employment History

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### **888 William Hill – Remote (some onsite required – Krakow)**

May 2022 – November 2022 (contract end date – not extended due to cost saving initiatives)

#### **Agile Coach/Agile Consultant**

- Working with 2 large established organisational channels – Retail Sector and Online Gaming – to introduce, promote and refine their working practices
- Introduction of value-add metrics to aid improvements to customer value, while ensuring the protection of the business benefits
- Responsible for relationship building across technology, business and product functions, promoting the reduction of a silo culture
- Establishing capability centres across multiple disciplines and organisational departments to improve ways of working – method agnostic – using experimental approaches and determining best ways forward as a collective
- Upskilling of individuals and teams to allow for better understanding of continuous improvement and how this can direct the business to better focus for customers
- Enhanced stakeholder and senior leader management, promoting the ethos of a unified and autonomous delivery culture in a safe environment where challenges are seen as positive, and failure is something to learn from

### **HSBC – Remote**

January 2021 – April 2022

#### **Senior Enterprise Agile Coach/Agile Transformation Delivery Lead (Interim)**

- Inclusive of the role scope to RBS/NatWest but with additional responsibility within the transformation and portfolio arenas
- Introduction and education of Agile practices and methodologies, including Scrum and Kanban, while aiding the mindset transition of teams and leaders
- Organisational design for delivery focussed cross functional teams within Cybersecurity and Personal Banking

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- Leading on “Big Room” and large-scale PI Planning across the estate, incorporating Lean Portfolio Management (LPM) expertise
- Responsible for leading a team of coaches, prioritising work, managing senior stakeholders and executive team expectations, as well as being the point of contact for progress reporting
- Working alongside senior programme and portfolio managers to ensure the delivery of product and service roadmaps is realistic, provides confidence, and pivots where necessary
- Overseeing the introduction of high impact/profile experiments, utilising the new ways of working across portfolios, ensuring skills and capabilities allocated correctly to ensure the proving/disproving of hypothesis in large scale development areas
- Introduced a capability framework, looking not only at current capability, but short, medium and long term capability build plans for delivery teams and their leadership

## **Royal Bank of Scotland & NatWest Group, Gogarburn, Edinburgh**

April 2019 – June 2020 (contract), September 2020 – December 2020 (contract) – gap due to Covid19

### **Agile Coach**

During my contract tenure with RBS (NatWest Group) I was responsible for the upskill and coaching/mentoring of multiple groups, including Scrum Masters, Product Owners, Senior Management and design and delivery team members. My responsibilities included:

- Introduction and education of Agile practices and methodologies, including Scrum and Kanban, while aiding the mindset transition of teams and leaders
- Providing feedback in numerous formats, while nurturing a safe and constructive environment to be able to give and receive feedback at all levels
- Using personal hands-on experience, guided teams into using Agile methods, providing employees with feedback and means of improvement, adding value and providing options to foster organisational growth and answering questions related to all matters Agile
- Provided hands-on support to teams, collaborating with people across widely varying levels and roles, leading teams toward further understanding and adoption of Agile
- Facilitation of workshops, enabling techniques to be demonstrated using theory and practical examples, allowing value from in-flight and upcoming work to be visible
- Creation and delivery of custom-made training materials to ensure learning and the ability to change are in line with the team/organisation ability
- Assisted in the creation of a comprehensive Agile capability framework/curriculum to help take teams and individuals from novice to practitioner
- Introduced cost saving initiatives in order to effectively reduce cumbersome governance and documentation, paving the way for adaptive practices
- Promoting the value of being a change agent, to ensure maximum return when applying the relevant Agile methods for delivery
- Working towards transformational change while adapting legacy methods and processes to work alongside new Agile practices
- Introducing and conducting ways of working using Agile methods, such as discovery and inception activities, as well as value stream mapping, story mapping, adaptive planning, and value slicing, among many others
- During my second term at NatWest, I am primarily responsible for the creation of an Agile capability roadmap to allow a technology function to move from current processes to those of a more tailored Agile methodology. Enterprise coaching with senior leadership teams, as well as the development and capability build for Scrum Masters and their technology delivery teams is the key focus – with the outcome-based aims of faster idea to value processes

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## **Student Loans Company Ltd, 100 Bothwell Street, Glasgow, G2 7JD**

October 2001 – March 2019 (18 years' experience and understanding of Public Sector and how this operates within the boundaries of multiple Government Administrations)

### **Business Architect/Agile Lead – Design Authority**

Responsible for the successful delivery of existing and brand new products on a new high-profile Assessment Platform, using Agile delivery methods to ensure a quick, effective and customer led delivery. Key responsibilities included:

- Responsible for conceptual design and documentation within multi-disciplinary and multi-site Agile project teams ensuring that the end-to-end service balanced customer, user, stakeholder, and technical needs
- Agile led customer and user journey creation, development, and mapping
- Ensure full understanding of the operational ask in order to design and deliver capabilities which allow for improved customer and user experience, as well as reduced transaction costs
- Collaboration on the analysis of business strategy, vision, goals and objectives to enable the strategic assessment of current capabilities; the identification of required changes in capabilities; and the description of inter-relationships between people, organisation, service, process, technology and the external environment
- Making sure high-level business requirements are captured using Agile methodologies for efficiency and iterative quick delivery, as well as in traditional waterfall methods
- Providing guidance and design assurance on business architectural frameworks and design solutions
- Recommending and assisting appropriate business driven outcomes in association with operational areas to provide maximum value
- Ensure design provides end-to-end solution and is effectively integrated with other processes/systems/services
- Ensuring design solutions are both compliant with UK government policies and regulatory frameworks
- Managing the understanding of design risks and assumptions
- To provide leadership for analysis colleagues, supporting them in their personal development and career aspirations

### **Business Analyst – Design Authority**

- Responsible for delivering the initial design framework for a Government Exemplar Programme of work using Agile delivery methods
- Responsible for the definition of high-level requirements and To Be process maps for multiple projects
- Working with Product Owners/Managers to define roadmaps and minimum viable products
- Create, refine, and re-prioritise delivery team backlogs with Product Owners/Managers and wider team members
- Lead engagement sessions internally and externally for stakeholders including all Devolved Administrations, and other Government agencies including HMRC, DWP and GDS
- Support procurement of organisations and materials through the Government Procurement Services framework, including creation of procurement requirements

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- Ability to effectively arrange, facilitate and produce valuable output from workshops using value add techniques and Agile practices

## Outsource Manager/Operations Manager – Operations

Responsible for managing the relationship between the SLC and our outsource partners, as well as internal operations centres. I was responsible for managing the set up of new sites when we increased capacity, and also took the partnership to the Contact Centre World awards, winning Best Outsourcing Partnership in the European leg, and coming second in the world finals. I ensured that targets for providing excellent Customer Service were upheld and improved upon, dealt with all escalated staffing issues, and carried out a crucial role in the Contact Centre. I also implemented a new customer excellence programme and ensured that measures were in place to guarantee successful implementation of the initiative.

## ADDITIONAL INFORMATION

I am always eager to embrace new challenges and learn new skills and believe that with my business knowledge and managerial abilities I can contribute a substantial amount to the success of any organisation aiming to improve in the Agile and digital space. I am conscientious and easily adaptable, keen to motivate and to be challenged, whilst also being able to motivate others around me.

I am fully versed in the delivery methods of Agile, which have been gained through real life experience over theory and certification, while also being able to support older waterfall delivery practices if required. I am well aware of the principles of LEAN and Six Sigma, and SAFe; however, I believe the roles I have performed within delivery teams have prepared me for many obstacles and challenges only experienced in the real world. I fully understand the importance of working within agreed timescales and belonging to a team, although I am competent enough to work autonomously. I also completely understand the importance of delivering an excellent service to customers and stakeholders and am keen to play a part in re-shaping the future of any organisation I am involved with and aiding the delivery of their purpose, mission and vision, through continuous improvement, relevant metrics and the reduction of siloed working practices.

## Education

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**SECONDARY SCHOOL:** *Harton School*, Lisle Road, South Shields, Tyne & Wear, NE34 6DJ

### EXAMINATIONS & RESULTS (GCSE):

English Language A, English Literature B, Mathematics B, Business Studies B, Geography B, French C, German D, Sciences D

### OTHER QUALIFICATIONS:

BCS Foundation Certificate in Business Change  
Business Studies NVQ Levels I + II  
Spanish Language Levels 1 + 2 (conversational)

### MISCELLANEOUS:

Full clean UK Driving License held for 20+ years