ALAN JONES

Contract Programme Director | Delivery Director

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Availability: one week | British citizen with unrestricted UK right to work

PROFILE

Hands-on Programme Director available for contracts, with 25+ years of technology delivery experience. Owns delivery from mobilisation to live service and handover, managing plans, resources, finances and risks. Works directly with clients and workstream leaders to resolve problems and deliver agreed commitments. Built a 400+ person delivery organisation; experience spans banking, national infrastructure, energy and housing.

SELECTED DELIVERY RESULTS

- HSBC: restored an $80m+ global programme from red to green within four months.
- UK smart metering: built a 400+ person delivery organisation; later led a six-month recovery enabling wider rollout.
- Hyde Group: delivered Microsoft Dynamics CRM four weeks early and £300k under budget.

CORE EXPERTISE

Programme mobilisation • Delivery planning and control • Budget and resource ownership • Supplier coordination • Risks and dependencies • Testing and release delivery • Service transition

CGI UK LTD EXPERIENCE

CGI UK Ltd | Jul 2014–Nov 2026 | Contract, then permanent from 2019

Vice President, Consulting Services | Aug 2022–Nov 2026

Led a short systems integration bid assignment for a retail client, covering delivery planning, resourcing, estimates and commercial proposals.

Banking Sector Lead | UK Banking and Financial Markets

Sep 2024–Apr 2026

£40–45m annual revenue | Approximately 30 clients | 140 onshore staff and a similar offshore team

- Held full profit and loss accountability across programmes and managed services, with responsibility for delivery performance and approximately 280 people.
- Achieved average annual client satisfaction of 9.5/10 and improved portfolio margin by three percentage points.
- Strengthened portfolio reviews and early intervention on delivery and contract risks; coached senior delivery leaders and improved coordination with sales and service teams.

HSBC Account Lead | Vice President, Consulting Services

Aug 2022–Sep 2024

Owned P&L and led client relationships and development for the global HSBC account.

Global Programme Director | HSBC Trade Transformation

Jul 2019–Aug 2022 | Vice President, Expert

$80m+ Trade360 SaaS programme | Approximately 250 people | UK, India, Hong Kong and US

- Took ownership of a delayed implementation, diagnosed delivery commitments and leadership gaps, and rebuilt client reporting; restored programme status from red to green within four months.
- Secured £2.5m of contingency funding, appointed dedicated release and workstream leaders, and strengthened testing and defect management to resource and execute the recovery.
- Agreed a revised delivery baseline with the client and led execution across four countries through the pandemic; moved India's reporting line to the UK to shorten decision paths.

Recovery approach adopted internally; contribution recognised by CGI's UK President and Global CEO.

CGI UK LTD EXPERIENCE CONTINUED

Programme Director | UK Smart Metering DSP

Jul 2014–Jul 2019 | Contract

£100m+ programme | 400+ people at peak | Critical national infrastructure

- Built a 400+ person delivery organisation across UK and offshore teams and led a greenfield Java/Oracle programme through build, live service and handover.
- Owned programme delivery and finances, coordinating security, testing, environments and infrastructure while managing changing requirements and senior stakeholder decisions.
- Returned to lead recovery of live-service failures; established four remediation workstreams and coordinated technical fixes and downtime approvals. Met regulatory audit exit criteria within six months, enabling wider rollout.

Edinburgh City Council | Recovery assignment | Oct 2017–Apr 2018

Selected for a recovery assignment during the smart metering engagement; stabilised delivery and handed over to a new local team.

EARLIER LEADERSHIP EXPERIENCE

Southern Housing Group | IT Director

Jun 2012–Jun 2014 | Permanent

£4m annual operating budget | Approximately 80 people

- Secured CEO and Board approval for £10m of change investment over three years, against a previous annual change budget of £0.6m.
- Restructured delivery, governance and the supplier model around a three-year IT strategy; achieved 95% of projects delivered on time and service-level compliance above 90%.

The Hyde Group | CRM Programme Lead and Head of IT Change

Sep 2010–Jun 2012 | Contract, then fixed-term

£35m+ programme | Approximately 50 people | Microsoft Dynamics CRM

- Delivered the CRM implementation four weeks early and £300k under budget; appointed Head of IT Change and restructured the change function.

EARLIER CAREER

Cognizant | Senior Consultant | 2009–2010

Programme recovery engagements for American Express and Lloyds Banking Group.

British Gas Services / Centrica | 2006–2009

Business Systems Manager and Senior Programme Manager; £20–30m annual portfolio; change delivery team of 60–80 people.

Logica | Delivery Manager and programme roles | 1998–2006

Energy and utilities delivery, including the British Gas account.

QUALIFICATIONS

PRINCE2 Practitioner