ALAN JONES

Programme Director | Programme Recovery and Assurance

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

PROFILE

Programme recovery leader with more than 25 years of technology delivery experience. Restores control by establishing the delivery and commercial position, resolving gaps in accountability and agreeing a credible recovery plan. Restored an $80m+ banking programme from red to green within four months and stabilised a £100m+ national infrastructure programme within six months. Available for focused programme diagnostics, recovery leadership and independent delivery assurance, drawing on experience from diagnosis through to handover.

RECOVERY AND ASSURANCE EXPERTISE

Delivery diagnosis • Recovery planning • Commercial exposure • Leadership and accountability • Client reporting • Test and defect management • Live-service stabilisation • Regulatory audit remediation

SELECTED RECOVERY EXPERIENCE AT CGI UK LTD

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

Inherited a delayed implementation with low client confidence and too few accountable leaders for the number of concurrent releases.

- Diagnosed delivery commitments, workload, reporting lines and decision delays; secured £2.5m of contingency funding to resource the recovery.
- Appointed dedicated release and workstream leaders, strengthened testing and defect management, and moved India's reporting line to the UK to shorten decision paths.
- Rebuilt client reporting, agreed a revised baseline and delivered against it. Restored programme status from red to green within four months.

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

Programme Director | UK Smart Metering DSP

Jul 2014–Jul 2019 | Contract

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

Returned from another assignment to live-service failures and regulatory audit findings that were preventing wider rollout.

- Established the Ready to Scale recovery with four workstreams covering hardware resilience, downtime, production defects and datacentre remediation.
- Coordinated technical remediation and planned downtime approvals against regulatory audit exit criteria. Completed recovery in six months and enabled rollout to resume.

Earlier in the same engagement, built the delivery organisation and led the greenfield Java/Oracle programme through to live service.

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.

CAREER AND LEADERSHIP 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 across approximately 30 clients. Improved portfolio margin by three percentage points and strengthened visibility of commercial and delivery risk.
- 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

Held P&L responsibility for the global HSBC account, managing the client relationship and strategic account development.

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

PRACTITIONER PLAYBOOKS

Author of the Programme Recovery, Governance and Delivery playbooks, documenting practical approaches to diagnosis, accountability, decisions and team structure.