ALAN JONES

Delivery Director | Head of Delivery

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

PROFILE

Senior delivery leader with full profit and loss accountability for £40–45m annual revenue and approximately 280 people across onshore and offshore teams. Led a banking portfolio serving around 30 clients, achieving average annual satisfaction of 9.5/10 and improving portfolio margin by three percentage points. Brings more than 25 years of experience building delivery organisations, developing senior leaders and connecting client commitments with commercial performance. Previous IT Director and Head of IT Change roles add experience of technology strategy and service delivery.

LEADERSHIP EXPERTISE

Profit and loss accountability • Portfolio performance • Senior leadership development • Organisational design • Client relationships • Commercial governance • Technology strategy • Programme recovery

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 across approximately 30 clients. Improved portfolio margin by three percentage points and strengthened visibility of commercial and delivery risk.
- Developed senior delivery leaders and established shared delivery measures and regular portfolio reviews, enabling earlier intervention on account and contract risks.
- Improved coordination between sales, delivery and service teams to connect client commitments with delivery capacity and commercial performance.

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.

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

- Restored a delayed, first-of-a-kind implementation from red to green within four months, rebuilding delivery accountability and client reporting.
- Secured £2.5m of contingency funding and reorganised release and workstream leadership, testing and defect management to support delivery.
- Agreed and delivered a revised baseline across four countries through the pandemic; moved India’s programme 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.
- Accountable for delivery, finances and senior stakeholders; coordinated security, testing, environments and infrastructure while managing changing requirements.
- Returned from a separate assignment to lead a six-month recovery of live-service failures. Established four remediation workstreams, met regulatory audit exit criteria and enabled 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

PRACTITIONER PLAYBOOKS

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