

MELANIE GRIFFITHS

44 Rouncil Lane, Kenilworth, Warwickshire CV8 1FQ. | H: 01926 850843 | M: 07715453263
melaniegriffiths44@yahoo.co.uk

Summary

Ambitious, strategic, inspirational system leader. Highly qualified, experienced and trusted senior operational manager focused on delivery and outcomes. Talented improvement expert and change manager with high emotional intelligence and excellent communication and influencing skills. PhD clinical scientist with highly developed inquisitive questioning, active listening and problem solving skills. Evidence driven and extremely competent in data analysis delivering effective decision making and performance monitoring and management. Approachable stabilising personality but not afraid to challenge the status quo.

In the words of a previous line manager "Everyone needs a Mel".

Key Skills

System Leadership	Critical Analysis
Strategy guidance, review, development and delivery	High level data analysis and performance monitoring
Operational management & Budget Management	Board level reporting
Staff and team development	Process redesign and Lean
Change management and facilitation	Programme and Project management
Public engagement in change and co production	Networking

Experience

**Head of Service Improvement and organisational PMO lead
South Warwickshire NHS Foundation Trust (SWFT)**

**04/2011 to Current
Warwick, Warwickshire**

Key Responsibilities

- Development and delivery of Improvement Strategy and direction in line with national requirements and organisational objectives
- Guidance on strategy development
- System leadership supporting the review and development of local Health and Social Care services
- Building partnerships and collaborations including cross system networking
- Board level reporting
- High level data analysis
- Operational management
- Staff development across a diverse skill set
- Service Improvement, change management and programme management expertise
- Engagement of service users in improvement
- Management of organisational Programme Management Office (PMO)
- Spread the learning

**Head of Service Improvement
Warwickshire Community Health**

**01/2010 to 03/2011
Rugby, Warwickshire**

Key Responsibilities: As above as this role was transferred to SWFT when the two organisations merged in 2011.

Service Improvement Manager
Warwickshire Primary Care Trust

06/2008 to 12/2009
Warwick, Warwickshire

Key Responsibilities:

- Service improvement support and guidance for operational staff
- Data Analysis
- Expert guidance on improvement tools and methodology including *Lean*
- Training in lean and service improvement skills
- Programme and project management

Service Improvement Manager
University Hospitals Coventry and Warwickshire NHS Trust

02/2004 to 05/2008
Coventry, West Midlands

Key Responsibilities:

- Pathway Redesign facilitation and delivery
- Service Improvement Expertise
- *Lean* Guidance
- Project Management
- Data analysis

Head of Andrology and operational service manager
Centre For Reproductive Medicine, University Hospitals Coventry and Warwickshire NHS Trust
Coventry, West Midlands

09/1993 to 01/2004

Key Responsibilities:

- Professional Lead and secretary of national professional body
- Service creation, development and continual improvement
- Operational laboratory management
- Budget management
- Performance management
- National accreditation
- Staff management, training and development
- Collaboration with clinical, nursing and management staff as a member of Senior Management Team
- Patient liaison, counselling and consent including cancer patients

PhD Student
Sheffield University

10/1989 to 08/1993
Sheffield, West Yorkshire

Key Responsibilities

- Experimental design and delivery
- Patient recruitment
- Data Analysis
- Reporting and presentation of findings

As a PhD student I developed a number of highly transferable skills including:

- The design, testing and defence of hypotheses
- Critical literature review
- Data analysis and presentation
- Team working
- Communication at all levels

Key Responsibilities:

- Establishment of a diagnostic laboratory service from scratch
- Laboratory set up and management
- Delivery of diagnostic assays

Qualifications, Certifications and Training

Intersect Total System Leadership personal development course	2017
Training: One year, Leadership Academy, NHS England	
Business Transformation to improve outcomes - the tools to do it yourself	2011
Training: One Day Course: C4EO, Birmingham, West Midlands, UK	
Managing Successful Programmes MSP Certification	2010
Certificate: One week, The Knowledge Academy	
Achieving a high quality workforce utilising workforce planning	2010
Qualification: One year, Thames Valley University Masters level (Academic Level 7)	
Thinking Differently	2010
Training: One Day Course: NHSI	
Writing for Success	2010
Training: One Day Course: NHSI	
Lean \ Six Sigma Intermediate training	2007
Training: 6 months, GE Healthcare Finnamore	
Advanced Service Improvement Programme	2004
Training: 6 months, West Midlands Strategic Health Authority	
Certificate in Health Service Management	1995
Certificate: One year, IHSM Q	
PhD: Sperm Function	1993
Qualification: 3 years, Sheffield University	
BSc: Combined Science. Physiology and Chemistry	1988
Qualification: 3 years, Sunderland Polytechnic	
A-Levels: Chemistry, Biology, Maths	1985
Qualifications: 2 years, Mildenhall Upper School	
GCSE: 11 subjects including English and Maths	1983
Qualifications: 2 years, Mildenhall Upper School	

Interests

My main interest is my family, I have been married to Gary for 23 years and have an 18 year old son, Luke, a 16 year old daughter Anna and a young cocker spaniel named Reggie. Outside my family my interests are very much outdoor activity based and include cycling and walking with my family and friends. I also enjoy raising money for charity and have completed two "Moonwalks" in aid of Breast Cancer and the British Heart Foundation London to Brighton cycle ride. I knit poppies for the poppy appeal and I volunteer for Cancer Research UK. I love to travel to broaden my personal and cultural experiences and have a very fulfilling and enjoyable social life.