

Helen Mackenzie MCIPS IFPA BA(Hons)

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CAREER OBJECTIVES/MISSION

My career objective is to contribute to the transformation of public services across the world by unleashing the power of public procurement. I am extremely motivated by opportunities to lead and inspire individuals, teams and suppliers to make a real positive contribution to our world, our communities and the lives of people we serve

CAREER ACHIEVEMENTS

- Pioneering work recognised nationally and internationally to combine participatory budgeting, outcome commissioning and procurement into one process;
- Designed and put in place a top tier corporate procurement function which supported the delivery of a strategic procurement approach across the council;
- Leadership of UK award winning teams recognised for improvement and excellence in service delivery;
- Brought into being strategic partnership working in the Western Isles;
- Governance roles in the NHS, Further and Higher Education sectors; and
- A significant contribution to thought leadership in procurement across the world.

KEY COMPETENCIES

- Exceptionally strong leadership and communication skills;
- Able to envision, articulate and deliver change at both strategic and operational level;
- Deep experience in local government;
- Problem solving skills which use innovation and creativity;
- Very broad experience of commissioning and procurement across the full range of local government services;
- Able to operate successfully at strategic and governance levels; and
- Depth of knowledge required to provide thought leadership across public procurement and the wider procurement community.

CAREER HISTORY SUMMARY

Employment

Organisation	Role	Dates
Comhairle nan Eilean Siar	Head of Procurement and Exchequer Services	July 2008 to Present
Comhairle nan Eilean Siar	Internal Strategy Coordinator	May 2003 – July 2008
Comhairle nan Eilean Siar	Policy Development Officer	March 1998 – May 2003
Comhairle nan Eilean Siar	Senior Accountant	January 1995 – March 1998
Newark and Sherwood District Council	Trainee Principal Accountant	October 1991 – January 1995

Governance Roles

Organisation	Role	Dates
Sheffield University Students' Union	Trustee	2014 to Present
NHS Western Isles	Non-Executive Director	2005 – 2008
Lews Castle College	Board Member	2006 – 2008

Other Paid Roles

Organisation	Role	Dates
Palambridge	Independent Procurement Consultant	March 2017 to Present
Vladcat Enterprises Ltd	Management Consultant	2008 to Present
Superstar Me Ltd	Management Coach	2009 - 2015

PROFESSIONAL EXPERIENCE

HEAD OF EXCHEQUER SERVICES

JULY 2008 TO PRESENT

COMHAIRLE NAN EILEAN SIAR, SCOTLAND, WESTERN ISLES

Senior role accountable for the following services: Strategic Procurement; Payroll; Revenues and Benefits; Purchase to Pay; Scottish Welfare Fund; and until June 2017 Stornoway Town Hall and the Facilities Management for 4 buildings. Interim Responsibility of corporate Customer Services during customer relationship management IT implementation.

- ◆ Delivered Category C procurement savings of over 1% revenue spend for the last 5 years. Procurement transformation as measured by capability assessment (PCA), improved from 15% ranked 30th in Scotland in 2009 to 66% ranked 11th by 2014. Team was the highest performing of all smaller councils in Scotland and of all councils in the Highlands and Islands. Received the GO Award for Best Local Government Procurement Team in Scotland, 2014 & in the UK, 2015, Go Award Customer Engagement Highly Commended (Scotland) 2016.
- ◆ Pioneering work on the Uist and Barra Public Transport Services contract which has been recognised nationally and internationally as innovation. Combines participatory budgeting, outcome commissioning and procurement into one process for the first time. Has delivered savings of 5% during the lifetime of the contract and a 15% year on year increase in bus use. Roll out underway for commissioning of services for Gaelic language acquisition, adult social care, winter maintenance and transport services in Lewis and Harris.
- ◆ Responsible senior officer for strategic procurement within the council covering goods, services and works including construction, children's services and ICT. Lead advisor to the Chief Officer, Integrated Joint Board on procurement issues.
- ◆ Reduced exchequer services workforce by 20% over 5 years through increased efficiency & replacing outdated methods with IT systems. Achieved IRRV most improved UK Revenues and Benefits Team Highly Commended award 2015.
- ◆ Improved performance year on year and compared to Scottish average across range of indicators for all functions.
- ◆ Played a key role in establishing the Macmillan Benefits Advice Service securing over £1.75m additional income for people with cancer in the Western Isles over the last 4 years.
- ◆ Chair of Western Isles Welfare Reform and Poverty Support multi agency partnership.
- ◆ Delivering a shared service for payroll to Lews Castle College and Hebridean Housing Partnership which has been subjected to rigorous market testing.

INTERNAL STRATEGY COORDINATOR

MAY 2003 TO JULY 2008

COMHAIRLE NAN EILEAN SIAR, SCOTLAND, WESTERN ISLES

Responsible for corporate performance management, delivering Best Value through continuous improvement initiatives and developing and implementing a risk management framework. Managed the delivery of eGovernment projects.

- ◆ Led the implementation of the 'Diagnostic Pathway Project' (Scottish Government funded Integrated and Shared Services Efficiency Programme), across both Comhairle nan Eilean Siar and NHS Western Isles with savings of £3.2m identified.
- ◆ Commissioned the first Western Isles Community Household Survey, the results of which were used by services in the council to make informed decisions for the next 5 years.
- ◆ Facilitated the compilation and drafting of the council submission for the first Audit Scotland review of Best Value.
- ◆ Undertook proactive work relating to the development of performance and risk management across the council.
- ◆ Member of a 4 person working group that devised and implemented the council's approach to best value.
- ◆ Commissioned a council wide performance management IT system.
- ◆ Successfully rolled out the Young Person's Entitlement Card throughout the Western Isles and implemented cashless catering within the largest secondary school.

POLICY DEVELOPMENT OFFICER**MAR 1998 TO MAY 2003****COMHAIRLE NAN EILEAN SIAR, SCOTLAND, WESTERN ISLES**

Responsible for developing and implementing corporate policies and establishing effective multi agency partnerships to deliver Community Planning, Social Inclusion, Community Safety and increased childcare.

- ◆ Lead officer for the implementation of community planning in the Western Isles including the establishment of a multi-agency partnership and the development of the first Community Plan.
- ◆ Established an approach to corporate policy development and implementation which had not previously been in place.
- ◆ Created a number of strategic partnerships including the Childcare Partnership which improved access to a range of childcare facilities across the Western Isles using a mixed economy approach to commissioning.
- ◆ Secured £250,000 external funding for community based projects to develop different models of service delivery in rural areas. Successes included setting up a Young Persons website and a community led project looking to integrate service delivery in Barra and Vatersay.
- ◆ Led an extensive range of community engagement exercises covering a variety of policy themes with people from all walks of life and geographic locations in the Western Isles.

SELF-EMPLOYED MANAGEMENT CONSULTANT**2008 TO PRESENT****VLADCAT ENTERPRISES LTD, SCOTLAND, WESTERN ISLES - Own company providing expert consultancy.**

Lead Consultant for collaborative projects with other management consultancy companies.

- ◆ Delivered on time and within budget, a feasibility study for Citizens Advice Scotland, to develop the use of IT and a more digital approach. Recommendations were considered at national level.
- ◆ Partner in the delivery of an research project to consider the impact of equalities requirements on small businesses and third sector organisations. Recommendations for future policy development made to the Equalities and Human Rights Commission.

OTHER CURRENT & EARLIER ROLES

Governance Roles

Trustee - Sheffield University Students Union Nov 2014 to Present

Non-Executive Director - NHS Western Isles 2005-2008

Board Member - Lews Castle College, Stornoway 2006-2008

Consultancy Roles

Procurement Consultant – Palambridge March 2017 to Present

Management Consultant- Improvement Forum Ltd (Not for Profit Company) 2008-2010

Management Coach Superstar Me Ltd (partner with other director) 2009-2015

Accountancy Roles

Comhairle nan Eilean Siar - 1995-1998

Newark & Sherwood District Council - 1991-1995

Sheffield City Council - 1990-1991

Cambridgeshire County Council 1987-1989 (vacation employment)

Voluntary Organisations

Chairperson Disability Lewis 2002-2005

Chairperson Connect: Women Networking in Lewis and Harris 2003-2008

Chairperson Sgoil Lionail Parent Council 2013/14, 2015/16

Ness Community Council 2001-2004

ACADEMIC QUALIFICATIONS

BA (Hons) - Accounting & Financial Management - University of Sheffield

PROFESSIONAL MEMBERSHIPS & TRAINING

Chartered Institute of Purchasing & Supply - Full Member

Chartered Institute of Public Finance & Accountancy - Full Member

PRINCE2 - Foundation Level

Health and Safety for Senior Managers - Institute of Occupational Health and Safety

Risk Management - Institute of Occupational Health and Safety

PROFESSIONAL GROUPS

National

Chairperson - Scottish Local Government Procurement Forum - 2013 to Present

Scottish Government Policy Forum – 2015 to Present

National Steering Group - Procurement Improvement Programme (Local Government) - 2012 to Present

North of Scotland Representative - Scotland Excel Commercial Steering Group – 2014 to Present

Scotland Excel Steering Group - Local Government ICT – 2014 to 2016

International

Procurious Big Ideas Summits 2015-2017 - Public Procurement representative alongside the CPO of the World Bank