

**Nick Blane**  
**Partner**  
**Eversheds**

Nick Blane is a Partner and Head of Eversheds' Public Sector IT Projects team and has been with the firm for over 28 years. He specialises in advising on large scale ICT procurements, ICT and BPO outsourcing and strategic / transformation partnership projects. He acts for a wide range of public and private sector clients, but mainly for procurers.

Nick has led the Eversheds team acting on major projects for HMRC, Department for Transport, Highways England, Department for Education, Office for National Statistics, Information Commissioners Office, Scottish Police Authority and Sunderland City Council, amongst others.



**Jim Hemmington**  
**Director of Procurement**  
**BBC**

Jim is Head of Procurement at the BBC, responsible for the external spend of £1.5 billion pa on goods and services, including outsourced services contracts such as Transmission, TV Licensing and Technology. In addition to buying in goods and services, Jim also co-ordinates the contract management activity governing the BBC's major contracts and ensures best practice relationship management in the delivery of these contracts throughout their lifecycle.

He is currently responsible for delivering a major savings initiative in the BBC to support the 20% cuts to BBC funding over the next five years.

He was previously Head of Strategic Contracts at the BBC negotiating major contracts, the last one being the studio facilities for the BBC's new location at Salford.

Jim has been with the BBC for 15 years in various roles in procurement and contract management and works closely with senior business managers across the organisation. Before joining the BBC he spent most of his career in a number of Government Departments, including the Cabinet Office and Department of the Environment.

In October 2012 he received the award for "In-house outsourcing professional of the year" from the National Outsourcing Association.



**Ryan Creighton**  
**Head of Donor Services**  
**NHS Blood and Transplant**

Ryan is Head of Donor Services at NHS Blood and Transplant, a Special Health Authority dedicated to saving and improving lives through the range of services they provide to the NHS. His team deliver NHSBT's Blood Donor channel strategy including outsourced contact centre, online service and mobile apps. The implementation of the online service over the last two years has helped improve donor experience and attendance, along with a 20% saving in outsourcing costs.

Ryan has 15 years outsourcing experience, 9 of that in the BPO sector, with both client side and supplier delivery experience. He has previously worked as a Sales Director with Concentrix and as an Account Director at Teleperformance. These experiences have helped him understand the key challenges in the industry and the importance of creating mutually beneficial partnerships.

In May 2015 NHSBT won the NOA's Professional Award for Excellence in Supplier Management.

**Rose Younger MCIPS**  
**Public Sector Commercial**  
**Consultant**

Rose has had a diverse 30 year career which has seen her make the switch from successful entrepreneur, over to the public sector. She has been Managing Director of an SME as well as Managing Director of a division of a market leading automotive plc provider so has a wide experience of the private sector.

The switch to the public sector has given Rose the opportunity to use her commercial expertise to the benefit of the public sector. She has led in a number of service areas including Adult Social Care where she led a negotiation helping a County Council deliver significant multi-million pound savings. She has been head of Commercial Services (Procurement) for a County Council leading on the development and implementation of a Contract Management Application including training staff and embedding best SRM practice at all levels of the organisation

Latterly she has been providing consultancy services and interim commercial support in the public sector, delivering transformation in procurement.

Rose also has a professional teaching qualification – and she uses this to good effect utilising a coaching approach with teams. She has strong public sector values, and knowledge transfer and people development is a critical part of her success.



**Chris Halward**  
**Director of Professional Development**  
**NOA**

Chris Halward has been involved in outsourcing since the early 1990s. He is Director of Professional Development for the NOA and has led the initiative to establish the first university accredited series of qualifications for outsourcing professionals. He led the development of the NOA Life Cycle and was a member of the NOA SIGs contributing to the development of BS11000 the standard for collaborative working and the outsourcing standard ISO37500.



In his earlier career he was a Head of training and quality service for a subsidiary of the NatWest that provided outsourced retail finance services to both large and small organisations throughout the UK. Chris was also a director of an outsource service provider and has considerable experience in organisational and process design, particularly in the contact centre industry. He has worked on numerous outsourcing projects in various roles in the UK and across Europe, the Middle East and the US. His qualifications include an MA, which focused on outsourcing, and a certificate in Call Centre Management.

**David Ball**  
**Director,**  
**Objectivity**

David has worked on both the 'client' side and 'supplier partner' side of selling, operating, buying and transforming IT Outsourcing services and solutions. On the supplier partner side, David received many plaudits for his work at Logica / CGI transforming difficult customer relationships and leading turnaround programmes for key clients. On the client side, David recently spent 4 years running IT for the Global Law Firm, Eversheds, taking responsibility for operational delivery, transforming IT Infrastructure and improving the outsourced supply chain. In parallel, David also ran the firm's procurement team to address both the IT and the wider non IT supply chain, working with Tier 1 and Tier 2 organisations to repurpose commercial terms and unlock new value in the relationship. David has a proven track record of building excellent relationships at all levels, developing and managing transformational teams and leading turnaround projects. Joining in the summer of 2015, David has quickly established himself as an important member of the Objectivity leadership team, bringing new energy to long term client relationships and helping to deliver win:win outcomes.



**Matthew Weaver**  
**Consultancy Director,**  
**Objectivity**

For the last 10 years, Matt has worked as the Consultancy Director at Objectivity. Working closely with the group MD, he recruited the first person in Poland and has actively supported the subsequent growth to almost 500 people. Previously, as part of a 25 year career in IT, he was responsible for designing and delivering multi-million pound solutions in the financial sector. This includes point of sale systems for 3000 financial advisors serving more than 5 million people in a multi-lingual, multi-currency environment. He has a great deal of experience in working with large SI organisations and is comfortable presenting at team and board levels. At Marlborough Stirling, he transformed a large scale development practice from waterfall to agile whilst ensuring there was no disruption to existing clients. He is [an active blogger](#) and has worked closely with DWP over the last 3 months, helping them to prepare for a similar transformation exercise.



**Kevin Cavanagh**  
**Public Sector Manager**  
**Objectivity**

Kevin Cavanagh is the Public Sector Manager at Objectivity, a specialist IT Outsourcing organisation headquartered in the UK, with a 450+ strong support team in Wroclaw, Poland. Cavanagh is responsible for helping central government departments, agencies and local authorities transform services through the use of technology. His role is to find cost effective technology solutions that will enable the public sector to deliver better quality services to their end users.



Cavanagh has over 20 years of experience working in the technology sector. He has a breadth of expertise in the technology software and services industries, having held several managerial positions across a variety of established and start-up organisations including Gartner, Check ID, Vresource Ltd, Triaster Ltd and the Marlborough Stirling Group. Within these roles, he has inspired businesses to deliver positive outcomes in everything from multi-million pound technology solutions to a disruptive digital service.

**Paul Carter**  
**Commercial Business Partner**  
**Department for Work and Pensions**

Paul is currently Head of Professional Services at the DWP, responsible for the external spend of £200m pa on goods and services, including Contingent Labour, Consultancy, Business Travel, Research and Communications. Paul also leads the relationship between the DWP and the Crown Commercial Service (CCS) in the delivery of a range of common goods and services and has been instrumental in the evolution of CCS and its relationship with DWP over the past two years.



Paul is a recognised Commercial Leader within the public sector with over 15 years of considerable achievement in high profile programmes of procurement across government covering both Technology and non-Technology services. A Transformational Leader having successfully facilitated organisational and service delivery change including the most recent transfer of £300m of common goods and services from the DWP to the CCS.

In addition Paul has extensive experience of operating at senior levels in Business Partnering, Consulting and Lecturing to public and private sector organisations.

Educated to Masters Level (Commercial Law), MCIPS accredited and one of the first to qualify to join the new cross government commercial profession.

Proud father of a future Tour de France winner

**Adam Fineberg**  
**Leading innovation, transformation and change advisor,  
consultant and facilitator**

Extensive experience of working with organisations, internationally, nationally and locally, on 'whole system' approaches to makes things work better for local people more efficiently. A successful record of addressing key issues around public services which has resulted in changes and improvements in policy and practice across England.

Recent work on current challenges around the Governments' devolution programme, the NHS 5 Year Forward View and 'new models of care', social care provision and expenditure, integration, locality working, Troubled Families, Children's Centres etc. considering prevention, early intervention and behaviours, improved customer contact, care pathways, processes and organisational/structural change for impacts on outcomes and resources. International work focussing on improving systems for service delivery and developing 'peace-conducive economic development'.

Ongoing 'expert advisor' policy work with Number 10, Whitehall and the Labour Party. Shaping thinking and activity on the organisation and delivery of public services to achieve more for people at less cost.

Devised the 'Growth Coalitions' and 'Smart Local Government' projects. Advised across Government on last two spending reviews, also the 2007 Lyons Review, informing the 'place shaping' and economic development agendas. Also advised on the scoping, steering and conclusions of the Treasury's sub-national review of economic development. Expert evidence contributed to the 2005 Number 10 Strategy Unit report on Deprived Areas which called for an economic emphasis in local efforts for regeneration. Advised the Allen Review on Early Intervention.

Interviewed for TV news, commissioned to write think pieces and provide comments for The Guardian, The Observer, Local Government Chronicle, The Municipal Journal, Regeneration and Renewal and New Start, written academic papers and made presentations to LGC, The MJ, LGA, CIPFA, NLGN and other conferences on these issues. Pod and Webcasts.

