



“Phil is a great operational specialist and leader. He questions the norm and is constantly looking to improve any business he is involved in.

He has great leadership skills that mean his teams are well motivated and constantly striving to deliver to challenging goals and objectives.”

Jim Conning

Managing Director, Data Services at Royal Mail



“Phil is a highly dependable and capable operations and service leader. Phil has an intellect and charm that mark him out as a confidant to many. He is respected for his calm, measured style in high pressure situations. His MBA has provided Phil with an excellent grasp of the importance of good business; architecture, general management and leadership.”

Pete Griffiths

Commercial Director at Experian



Phil Webster MBA
COO/Operations Director/Expert

Over Phil’s 25 year work history, he has gained expertise in business operations in regulated environments (FCA, KYC, DPA/GDPR) having held a variety of roles in companies including Experian, Equifax, Atos IT and Thomson Reuters. Phil fully understands the relationship between People, Process and Technology and how to fine tune them to ensure operations deliver business objectives. He has a collaborative approach to leadership; an approach which enables him to quickly identify key issues, remove complexity and to propose a strategic plan.

STRATEGY DEVELOPMENT

- Developed strategic plan to create centre of excellence for service and data operations.
- Carried out strategic review of a start-up’s operations and identified key levers impacting the efficient running of the operations. Devised Target Operating Model and made recommendations around which of the levers should be prioritised.
- Constructed programme to deliver an organisation’s Big Data aspirations. Delivered milestone plan detailing core work streams and timeline.

EXECUTION

- Delivered a major transformation programme at Experian, resulting in 20% reduction in running costs; £0.5m contribution to EBIT; improved NPS and employee engagement scores.
- Ran an operational improvement programme at Atos IT and achieved a 20% improvement across a range of ITIL KPIs.
- Devised and executed an Information Audit as the first step in conducting a gap analysis in readiness for introduction of the GDPR.

RELATIONSHIPS

- Comfortable and experienced at engaging with key business stakeholders at up to C-Suite level, clients and third parties.
- An experienced relationship builder with networks across financial services, outsourcing, TMT and FTSE250 corporates.

EDUCATION & INTERESTS

- MBA from Nottingham University Business School. Research title “What part does Operations Management play in ensuring delivery of consistently high levels of service from call centre operations?”
- Interests (not necessarily in order) include technology, music, running, cycling, cooking, travelling, family.