

Jane Whalen

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Profile

Over 25 years experience in organisational and people development I excel at building strong, diverse, motivated teams to deliver high quality customer service. Significant experience writing and facilitating strategic plans, talent management - including senior leaders and Trustees, communications, insight and stakeholder engagement

Skills

Engaging, thoughtful presentation style that focuses on your outcomes.
Strategic thinker.

Developing talent to be inspired to deliver.

Passion for customer focus ensuring customers are at the heart of everything you do.

Helping you engage stakeholders by negotiating complex relationships with integrity gaining you long lasting relationships.

Using insight to create compelling change communications in a variety of ways to suit your audience.

Writing evidence based papers/business cases/policy positioning papers for Funders.

Innovative - I can help you see a niche/ appropriate solution.

Experience

Chief Executive, Liverpool Students' Union May 2008 to July 2017

Transformed LiverpoolSU from a moribund organisation to an excellent student focussed organisation though:

- Rebranding and restructure to ensure the right people were in the right place to drive the organisation to excellence. It was my role to recruit, lead, inspire and resource them to deliver an award winning organisation.

- Revolutionising how the Union spoke to students and other key stakeholders by developing market segmentation resulting in additional investment and most importantly higher engagement from students. We were one of the first Unions to have the full staff team supporting officers with GOATing (Going Out to Talk to students)

- Redesigning the organisation so it was insight led - creating an Insight team that ensured information collected was useful, relevant and measured

- Ensuring full legal compliance creating a robust governance framework

- Achieving additional investment from the University - a 25% rise in funding, and £8million capital investment in a new building coming on stream 2018 by writing compelling business cases.

- Strong financial management, improving business focus & performance - becoming a sustainable organisation with £200k reserves and bringing retail stores back into profitability
- Introducing external scrutiny to the Board and regular Board review developing a credible, professional, knowledgeable and supportive role with Board as a group and individually

Chief Executive and prior to that Deputy CEO ,Birmingham Guild of Students January 2004 to May 2008

Biggest achievements;

- Negotiating £4million of investment from the University into the Guild building for the 1st time in 20 years.
- Changing the culture of the organisation from silo to positive team working/ partnership.
- Creating a sustainable budget
- Created long lasting relationships across the University
- Managed 3 retail outlets, 2 bars and a nightclub to budget

Senior Leader at Staffordshire University Students Union November 1997 to December 2003

Promoted from Academic Adviser I then worked in a variety of roles at Staffordshire SU heading up departments that included Member Services; Training; HR; IT; Comms; Finance; Health & Safety; Increasing Engagement in Union Democracy.

Vice President Education at Sheffield Hallam University - July 1996 to November 1997

Trustee of the Union and I revitalised the Course Rep System receiving cards of recognition from key academic staff. I represented students to the University at boards and committees.

Formal Education

ILM Level 5 in Coaching & Mentoring 2017
 Liverpool John Moores MA in Social Enterprise 2013
 Nottingham Trent Business School CIPD Post Graduate Diploma in Training & Development
 McKenna, Bandler & Breen Practitioner in Neuro Linguistic Programming
 Sheffield Hallam University – BA (Hons) Recreation Management 1994
 IOSH Certificate in Health & Safety 2015

Training

Various training courses including Leadership; Project Management; Equality & Diversity; Presentation Skills from RADA trained actors; PREVENT; GDPR and Employment Law

Volunteering

Chair of National Association of Managers in Students' Unions; 1st Trustee of NUS Charity Board; Agent & Campaign Manager in local and 3 Parliamentary elections; School Governor and up until recently Chair of Governors at a local primary school; Befriender; Volunteer for Warrington Hospital Dementia Ward.

Hobbies

Creating social impact outside of work - see volunteering, reading, walking the dog - I love animals and have a large dog, 2 cats and 8 chickens