

# Joanne Lockwood FRSA

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## SNAPSHOT

**Ambition:** To bring understanding, insight and acceptance of Diversity & Inclusion into every workplace and deliver real change.

**Expertise:** Deep understanding of educating and supporting people and companies on issues of Equality, Diversity, Inclusion, Intersectionality and Unconscious Bias.

**Experience:** Proven track record in communications skills including blogging, speaking, presenting and social media.

**Business Skills:** Noted for people leadership, programme management, driving change and building commercial growth. Noted also for in depth IT & Technology skills combined with Project Management skills/experience.

**Approach:** Organised, focused, confident, and “can-do”, with an ability to support, guide and coach people to be their best.

**Style:** Open, collaborative, challenging, engaging, “show don’t tell”, compassionate, curious and interested.

**Motivation:** People-person and passionate about supporting and mentoring people in the workplace in terms of Diversity & Inclusion, Wellbeing and Belonging.

**Communications:** Known for the ability to clarify and articulate complex messages and to present ideas with empathy and respect.

**Personal Values:** Respect, Honesty, Trust, Creativity, Fairness and Collaboration. Keen sense of community including supporting those who are most vulnerable in society: the homeless, victims of abuse, the disabled, gender/race equality and LGBTQ+.

## OUTSIDE THE WORKPLACE

- Spending time with family
- Cooking, Photography & Cinema
- CSR, Community, NFP & Charity roles
- Learning and Personal Development

## MY STORY – HIGHLIGHTS

*My career has two distinct phases. During the first phase, I enjoyed a career in IT and technology – although my work was often closely aligned to maximising the contribution, personal value and performance of people. As employee, contractor or building my own businesses, I have always championed people’s rights and advocated for acceptance and inclusion.*

*After leaving school to join the RAF on a three-year technical flight systems apprenticeship I then worked in various industries, honing my project management, IT and technology support skills over 10 years.*

*I joined Coutts Bank in 1994, as a specialist IT contractor in computer networking and advanced to their Global Systems Delivery Manager; overseeing the cradle to grave lifecycle of their Desktop and Server infrastructure – responsible for a team of people, working with the Global Regional Directors as business stakeholders to coordinate, plan, deliver and support their local IT requirements under the global strategy.*

*I left to set up my first of three IT-support companies in 1998 - I built this from zero to £3 million in turnover and 15 staff, eventually merging my business with another to become Matrix IT Solutions Limited. During this phase I worked with companies all over the UK of various sizes and industries. Working often at Board/SLT level, delivering programme and project management to achieve strategic goals and objectives. Most notably; two Cable TV start-up’s where I owned responsibility for the IT infrastructure and coordinated a multi-vendor implementation of a Triple Play CATV platform, a business analysis and project management role to create a Hedge Fund Tracking System for Credit Suisse and the development of Motor Insurance Database compliance systems for subsidiaries of Allianz Cornhill. I also delivered multi-phase project management and implementation of a complete desktop and server infrastructure refresh for the Dockyard in Portsmouth and for Royal & Sun Alliance across the UK, both of which involved working with developing the business requirements, followed by user training, testing and deployment.*

*By 2016, I decided to openly identify as a transgender woman, allowing my business partners to buy me out, I began the second phase of my career.*

*I now work with businesses and organisations advising them on their Diversity and Inclusion goals and vision, and in turn advise on policies and strategies. Using my technical background in programme and project management, I help identify tech platforms to track diversity goals, work with leadership across talent acquisition and HR teams to de-bias and call out interventions as necessary and also to advise senior leadership on Employee Engagement and Culture. I am advising several emerging start-up companies who are developing diversity recruitment platforms*

*I am a sought-after keynote speaker, contributor, and panelist at conferences and organisations across the globe recognised for my thought leadership and insight in this space, where I have also built an extensive network of D&I/HR professionals across many organisations, sectors and cultures.*

## MY STORY – DETAIL

### SEE Change Happen: (Portsmouth) January 2017 – current

Founder & CEO of a specialist consultancy, covering Diversity & Inclusion in the workplace with a focus on a nurturing a Culture of Belonging. Where necessary, bringing together specialist teams of D&I associates or working with technology vendors to assist companies to develop, implement and measure impact of their Vision, Brand and Identity initiatives. Engaging through employee or customer-facing consultancy, workshops, coaching, mentoring, audits and keynotes.

Major accomplishments:

- Built a D&I consultancy from scratch in a new sector and role, together with a brand, website and social media presence
- Provision of strategic advice based my own “First 100 Days as your Chief Diversity Officer” playbook and framework
- Delivered consultancy and policy advice to various organisations on Transgender Inclusion with a diagnostic and audit
- Developed and Delivered training programmes and workshops; Inclusion, Culture, EA2010, Unconscious Bias, including E-Learning training material on the Global SocialTalent Platform aimed at TA specialists.
- Working with teams at senior leadership level to advising on vision, culture and their diversity goals to organisations including NHS Trusts, Finance, Public Sector, Charities, and various cross sector organisations on Inclusion and Belonging strategies, together with scoping out implementation projects and diagnostics from pre-hire to retire.
- Established myself as a thought-leader in my network of TA/HR professionals throughout UK, Europe and elsewhere and have become a sought-after conference speaker delivering both Keynotes and contributing as a Panelist throughout the UK, Europe and elsewhere. Also, a regular podcaster, blogger contributor on D&I and Inclusive Leadership to channels across the world.
- Collaborated and built relationships across the globe with other D&I professionals and solution providers/vendors, including as start up advisor to several platform vendors on their early phase of product development
- Founder and Host of an “Inclusion Unconference” to bring together a network of practitioners and in-house teams to engage in a forum of discussion and best practise.
- Delivering a series of change workshops to Rotary Club of Britain and Ireland’s leadership and district officers
- A facilitator for D&I strategy days – pulling together stakeholders from the business to draw out business goals and Diversity targets – looking specifically at blockers and opportunities.
- A contributor over the course of 3 years to RDF TV documentary “The Making of Me” broadcast on Channel 4 and then featured on Gogglebox in 2019. Together with various guest slots on BBC local radio
- Exploring partnerships to advise on BS7005 “Valuing people through diversity and inclusion” and the Human Capital Framework (HCF) and produce a common reporting standard.
- In the process of developing own Podcast, e-Learning and on-line mentoring programme.

### Owner / Manager – IT Solutions Company (Portsmouth): May 1998 to December 2016

Co-Founder and Lead Technical IT Consultant responsible for the start-up, growth and strategy of a series of three regional IT Managed Services and Outsourced Support Company.

Major accomplishments:

- Developed Marketing, Sales, Account & Client Management and Technical strategies to enable the company to reach a peak annual turnover of £3,100,000 and employing 20 staff with full fiscal control of budgeting and P&L
- Provision of Expert Technical Consultancy and Project Implementations to business leaders and stakeholders
- Cyber Security Advisor to businesses and on their end-user training to support PCI, CyberEssentials and ISO27001
- Technical Business Analysis, Project Management and Delivery;
  - *Royal & Sun Alliance* - Development of a desktop and server platform with user requirements, training, UAT/OAT deployed to over 3000 desktops and 40 servers across UK call centres
  - *Portsmouth Dockyard* - Development of a desktop and resilient clustered server platform with user requirements, training, deployed to over 500 desktops and 30 servers across the site.
  - *Credit Suisse* – development of an internal Hedge fund tracking platform based on MS.NET and SQL with a business analysis phase followed by project management of the development team
  - *Allianz Cornhill + BDML* – Business Analysis, Liaison with Stakeholders and lifecycle development of software solutions to support compliance with the requirements of the newly established Motor Insurance Database
  - *OMNE + IOW Cable* – Responsible for the IT systems implementation and multi-vendor integration of these two organisations’ Headend CATV IP network and the end-customer broadband solution. Initially working as a consultant and advisor to the board and then as Acting Head of IT to oversee the start up to first live customer – including billing and business operation systems
  - Numerous Cloud Customer Migrations projects to SharePoint, Office365, Exchange On-Line, VoIP and P2V Virtualisations

## **Global Systems Delivery Manager – Coutts Bank (London): January 1994 – May 1998**

### **Major accomplishments:**

- Responsible for the cradle to grave lifecycle delivery of support and technology through a team of 20 staff to Coutts' Global Locations
- Projects managed and delivered using PRINCE2 methodology
- Working with a network of Global Regional Directors to deliver local IT requirements within the platform standard
- Developed the Coutts Group laptop security standard and platform recommendations
- Project Management and the actual deployment of desktop and server systems, globally, based on IBM OS/2 and Novell Netware
- Development of the desktop architecture and platform based on IBM OS/2 2.0

## **National President and Board Member of The National Association Round Tables GB&I – May 2005 – May 2010**

### **Major accomplishments:**

- Responsible for Chairing the National Board and the National Council
- Driving forward a period of change to reverse decline in membership
- Analysis of trends and membership surveys merged with public perception
- Rebranding to raise profile through a National PR campaign
- Selling direction and strategy to membership
- Working with charity partners for fundraising and profile raising nationally and in local communities
- Working with other International Round Table organisations and sitting on the RTI Council.

## **TRAINING & QUALIFICATIONS**

- ILM Level 3 Award in Leadership and Management (May 2019)
- Gender and Sexuality: Diversity and Inclusion in the Workplace (Coursera by University of Pittsburgh February 2018)
- Understanding Transgender or Gender Non-Conformity (Coursera by University of Minnesota December 2017)
- OCF Level 2 NVQ in Equality and Diversity (Vision2Learn by Petroc College June 2017)
- PRINCE 2 – Foundation (Spring 1998)

### **Memberships:**

- Fellow of the Royal Society for the Encouragement of the Arts, Manufacturing and Commerce (FRSA)
- Professional Member of the Professional Speaking Association (PSA)
- Member of the Institute of Equality and Diversity Professionals (IEDP)
- A Rotarian - Member of Rotary Club

### **Previous Voluntary and Membership Roles:**

- Former Chair of Trustees for Round Table Children's Wish
- Former Trustee of The YOU Trust
- Former Non-Exec Director My Learning Cloud
- Past Member of Toastmasters International and Solent Speakers
- Past Member of Round Table GB&I 1992 - 2011 and The National President of the Association in 2008/09