

Phil Spicer – Résumé

Phil is a coach, facilitator and assessor who draws on his extensive commercial, line and change management experience to enable teams and individuals to make changes that raise their performance in delivering organisational objectives.

In addition to his five successful years in consultancy, Phil's corporate experience spans 18 years with blue-chip organizations. He has held a range of positions, which include European Director roles covering Finance, Purchasing and Customer Services.

From a broad-based financial background, he has led projects to introduce SAP, establishing Financial and Purchasing shared service functions for diverse European client groups including pharmaceutical, medical devices and FMCG suppliers. Phil has also achieved a major shift in customer service performance by redefining and measuring quality standards, developing roles, skills, processes and attitudes, and coaching cross-functional customer teams through the supply chain.

In his roles, he has demonstrated the ability to deliver process re-engineering and cultural transformation and get the best out of change situations across Europe, the Middle East & Africa, energizing and carrying teams with him.

Raising financial awareness in the public sector

Client – UK Public sector organization

Challenge – Raise financial awareness in first and second-line management.

Responsibilities – Design and run finance programmes for sergeants and inspectors.

The Result – Rolled out over four years. Consistent satisfaction with programme (over 95%) amongst officers and from client. Constabulary has exceeded government efficiency gains targets each year.

Increasing the value of specialist, technical sales

Client – UK-based pharmaceutical company

Challenge – Insufficient commercial skill base of scientifically expert sales advisors leading to narrow, cost-based negotiations.

Responsibilities – Design and deliver Finance and Negotiation programmes.

The Result – 100% satisfaction from extremely mixed group; improved value deals achieved in food ingredient and pharmaceutical divisions.

Building team-working skills

Client – International engineering company

Challenge – Conflict and lack of co-ordination in newly unified Finance and Project Management Group.

Responsibilities – Design and deliver programme to enable team to work cohesively.

The Result – Outdoor programme effective in developing defined common purpose for supporting and challenging operational management, as well as improving team working and communication skills, equipping delegates to work more effectively together and with matrix teams within the organisation.

Managing a cross-functional project

Client – International coffee house chain

Challenge – Implement change of food supplier whilst improving food offer, updating store ordering and reducing environmental impact.

Responsibilities – Project Manager

The Result – Project completed to time and budget: store ordering systems successfully introduced, improved food design and biodegradable packaging, 60% reduction in disposable cardboard.

Developing new business opportunities

Client – Swiss based food ingredient business

Challenge – Create awareness of commercial implications with mature product in commoditised market and initiate response from highly stable team.

Responsibilities – Develop creative approach to identifying new business opportunities.

The Result – Full team aware of company position and providing support to new lead group working on identifying and exploiting market opportunities. Creative working techniques in place; areas of opportunity defined and process for generating, exploring and evaluating ideas developed and operating.

Increasing success of recruitment

Client – International pharmaceuticals business

Challenge – New recruits slow to deliver within roles and high employee turnover.

Responsibilities – Work with functional heads to refine role definitions and improve selection process.

The Result – Improved role definitions reflected in newly designed assessment centre exercises. Led the assessment centres, which have contributed to formation of a cohesive and stable leadership team.

Prior Experience

Previous Employment Title

Pharmaceuticals company 1994-2002

- Director of Customer Services, Europe
- Director, Accounting, EMEA
- Chief Accountant & Treasurer

Brewery 1989-1994

- Special Projects Manager
- Finance Systems Project Co-ordinator
- Financial Accountant

International soft-drinks company 1987-1989

- Management Accountant
- Divisional Management Accountant
- Assistant Management Accountant
- Legal Assistant

Qualifications & Training

- Bachelor of Law (LL.B.)
- Fellow of the Chartered Institute of Management Accountants.
- Chartered Institute of Management coach and trainer.
- Accredited Strengthscope coach.
- Psychometrics and assessment for recruitment and development.
- Skills-building: systematic working method, high-performance coaching, persuasive communication, personal effectiveness & time management, creative problem solving, assertiveness and conflict management.