



2009 Security Industry Authority (SIA) Licence Holder – CViT

Key achievements:

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- 2009/2010 From interview to sentencing at Court; 10 cases pleaded guilty. 2 awaiting trial.
- making the change from an Fraud Team Investigative Role to a Preventative Security Manager Role, Pro-active rather than Re-active and the subsequent return to the Fraud Team;
- assisted in mentoring a colleague new to the Investigator Role and seeing the progress made;
- being a part of a Team that has seen Losses fall consistently over the years;
- using Data analysis to determine Hotspot areas and advising Post Office® branches / staff on preventative steps and general Security advice;
- being the Security Manager that advised the Team who introduced CCTV to Cash Centres as part of a new way of working. Leading the change in working methods to obtain best use of CCTV
- being able to utilise all my knowledge gained over 13 years in Post Office® Security to help with problems and their solutions, both CViT, Cash Centre & Network.

EXPERIENCE

1983 to present day **Royal Mail Group**

2009 - Post Office Ltd Fraud Team

- Investigate Crimes affecting the Post Office® Network and Supply Chain
- Use of analytical tools; PO Credence, POLMI
- Working collaboratively with other teams; P&BA, Field Advisors, Contract Managers, HP (POCA).
- Working with Post Office® Group and external Solicitors and Barristers

2005 2009 - Post Office Ltd (Security Team)

- Verification of adherence to Security Procedures (best use of equipment) to protect staff & assets
- Monthly loss data analysed and reports produced to assist in the development of a preventative strategy for the measurable loss reductive impact on the business
- Targeted action to support crime trends (Burglary / Robbery); Target hardening, Crime awareness; Equipment install / upgrades
- Meet with Key Stakeholders to gain buy in to Security and maintaining close working relationship with Cash Value in Transit Depots (CViT) ensuring adherence to business procedures.

2003 - 2005 Post Office Ltd Internal Investigation Team - Investigation Manager

- Gather and analyse information and data sources.

- Conduct thorough investigations and interviews of suspects in accordance with guidelines; Police and Criminal Evidence Act 1984 (PACE)
- Prepare casework for submission to RM Legal Services up to giving evidence at Court
- Maintain relationships with other Investigative bodies i.e. the Department for Work & Pensions (DWP) and Police

1999 – 2003 (Sept) Cash Handling & Distribution (Royal Mail Group)

- Give Hostage training to Staff and advice on personal security.
- Patrols of Delivery crews to ensure adherence to Business / Security procedures.
- Investigations in to Criminal Offences by staff (e.g.Theft) and the preparation of files for submission to Royal Mail Group Legal Services
- During the period 2001 – 2002 I was working with a Project Team that was implementing a new way of working in our Cash Centres; a new digital CCTV system was installed whereby each processing table (and therefore every clerk). To prevent losses a more robust system by which the clerk performs each task was re-written to allow the CCTV to 'see' more of what was being done by the clerk. This allowed for mistakes to be identified and corrected. Again avoiding a loss. This had the added benefit of giving the Cash Centre the evidence to rebuke claims made against them. The CCTV system paid for itself within two years.

1997 - 1999 Post Office Security & Investigation Services, Croydon (promotion to Investigator)

- Analysis of loss trends to identify high loss routes and / or persons
- Performing interviews under PACE.
- Surveillance including foot, vehicle and static.
- Cognitive interviewing skills – taking Witness Statements
- Liasing / working with the Police.

1993 - 1997 Post Office Investigation Department, London (Clerical Role)

- The checking of pre-employment checks sent by personnel branches nation-wide.
- Up-dating computer records, dealing with enquiries from other POID depots.
- General administration duties.

1987 - 1993 Remittance Unit, Exeter.

- Principle tasks included dealing with sub-post offices, distributing and receiving cash and supplies.

1984 - 1987 Counter work at the Head Post Office, Exeter.

1983 - 1984 Distribution of administrative documents and general office duties at P.O. stores, Head Post Office, Exeter.

IRRELEVANT