

Curriculum Vitae

Personal Details

Name: Jon Longman **Current Address:**

Tel (Home):
Tel (Work):

Email: john.longman@

Date of Birth:

Nationality: British

Marital Status:

Driving Licence: Full and clean

Profile

I am an experienced and dedicated manager who has always strived to give of my best in whatever job I have faced. I possess excellent organizational skills and have a real desire to succeed in all that I do. I accept responsibility for all tasks that I am set and thrive on achieving excellent results. I am fully able to work as a team player or on my own. I am not afraid to confront others when issues arise and likewise I am fully receptive to advice when I could have done things differently. I am able to deal with complex and demanding tasks by prioritizing my workloads and ensuring I engage with the right people to assist me. I am a fully motivated individual who offers a flexible and “can do” approach to anything that I am faced with.

I have performed various roles within Post Office Limited which has enabled me to gain numerous skills and in depth job knowledge including the following;

- Excellent interpersonal skills – key to being an effective investigator is the ability to relate and talk to Post Office Limited employees and external stakeholders in a timely and appropriate manner that not only assists me with my aims but also encourages those individuals to want to communicate with me.
- Strong Presentation skills – I have conducted a number of presentations to audiences of different sizes such as advertising the benefits of “Grapevine” sign up to Post Office employees and informing Field Change Advisors of best practice when audit deficiencies are found.
- Problem Solving – when I investigate a crime I always try and put forward recommendations for consideration so that where possible the chance of that crime re-occurring are greatly reduced.
- Management information skills – I have to produce monthly case update reports which must be accurate and reliable so that security resource can be targeted at the most business critical areas in terms of threats to brand reputation and projected loss.
- Proven numerical skills – I have an accounting qualification which has enhanced my ability to understand and work with complex data.
- Network knowledge – I have considerable Post Office Limited experience which has enabled me to maintain a good grasp on the Post Office operating procedures which has been further

enhanced through regular contact with Post Office Limited trainers, agents, other employees and counter coverage during seasonal and industrial unrest periods.

- Location Independent Worker – I have been an LIW worker for approximately 12 of the last 15 years and fully understand the demands, both positive and negative one has to face with this type of working.
- Excellent decision making skills – key to performing my current role is the ability to weigh up all the evidence and provide unequivocal advice to all interested parties

Employment History

2000 – Present

Post Office Ltd

Job Title: Security Advisor.

Working within the Post Office Limited Network I am responsible for the prevention and detection of crime committed against the Post Office by its staff and agents. I also play a crucial role in crime prevention and physical security.

Main Achievements

- Responsible for managing a varied and demanding caseload where fraudulent activity is suspected and priorities are ever changing.
- Produce highly detailed and accurate reports following offender interviews so that informed decisions can be made by Post Office Limited Lawyers, Contract Managers and other key stakeholders both internal and external.
- Resilient in being able to deal with hostile suspect offenders, solicitors and witnesses who may not wish to cooperate fully with my enquiries.
- Review and conduct physical and procedural inspections at all estate buildings, physical assets and agent's outlets to reduce risk and ensure all security standards are being met.
- To maximize the recovery of stolen assets to limit the loss to Post Office Limited through financial checks on individuals and identifying assets during appropriate searches.
- I defended successfully at Crown Court the first major challenge to the integrity of the Horizon system. I had to bring together the right team of witnesses which included the design architect of the Horizon system, Gareth Jenkins.
- I have been selected by Senior Management to assist Post Office Civil Litigation Lawyers in the continued defence of the Horizon system by ex subpostmaster's who claim that Horizon is flawed and was the source of their losses. This continues to be a major business critical project.
- Stakeholder relationships – I have developed excellent relationships with key stakeholders such as Fujitsu, Plastic Crime Unit (Police), Barrister's Chambers, National Federation of Subpostmaster's (NFSP), W H Smith Security Manager's, Contract manager's e.t.c which has enabled quicker interchange of information and assistance.
- I have experience of project management and have managed many types of projects with my current one being the Horizon integrity challenge.
- I have liaised with the Post Office Limited press office to provide answers to any questions that may have arisen when some of my cases have appeared in the media (television/radio/newspaper).

1990 – 2000

TV Licensing

Job Title: Prosecutor/Area Manager

I was responsible for the enforcement of the Television Licence fee in the North London and Home Counties areas. I was required to manage a team of Enquiry Officers to ensure set licensing targets were achieved within budget and also to deal with the prosecution of non-licence payers by attending and presenting evidence to magistrates.

Main Achievements

- I led a team of 14 Enquiry Officers and was responsible for their development, target setting, safety and dealing with all non conformance issues.
- Strong leadership skills were very much needed in this role to deal with disciplinary issues that commonly occurred with underperforming enquiry officers.
- I had to constantly plan and relocate officers to ensure that they were in the most productive areas throughout the day.
- On occasions I would invite local newspaper journalists to actively spend part of a day on a TV detector van with me so that free publicity of the van's presence could be gained. This would invariably drive up licence sales.
- Project managed intensive campaigns in high evasion areas.
- Effective presentation skills were required to attend magistrate's courts and present evidence of licence evasion to magistrates.

Previous Career History

1988 – 1990 – Mails and Stats Operations

1985 – 1988 Post Office Finance (variety of roles)

1983 – 1985 - Wages & Salary Clerk

1980 – 1983 – Counter Clerk/Acting Branch Manager

Development/Training

Police & Criminal Evidence Trained – Allows me to interview a person under caution.

Counter Compliance Training – I have completed all training in respect of Financial Services and Mail integrity so am able to cover counter duties if required to do so.

Qualifications

Diploma in Management Studies (DMS)

Certificate in Management Studies (CMS)

Member of Association of Accounting Technicians (AAT)

Distinction in Motor Vehicle Studies (City & Guilds)

School Qualifications

5 x 'O' Levels – Maths, English, Geography, Social Studies, Engineering,

Hobbies

I like to keep myself fit and regularly undertake the following exercises; Running, Circuit Training and Swimming. I enjoy travelling, photography, DIY, going to the theatre and watching most sports.