
JAYNE McPHILLIMY B. Ed, AMAC

Pear Tree Cottage, Leeds

Phone: 0797 419 5124

Email: Jayne@JEM4Coaching.com

www.JEM4Coaching.com

A learning professional with extensive experience gained in both education and business contexts where the development of skill, knowledge and behaviour were critical to the success of individuals, leaders and the organisation. Able to flex approach to suit the situation and keep focus on activity which delivers benefit.

Key Skills and Attributes

- Positive, enthusiastic and self motivated
 - Builds strong relationships and works effectively across all levels of the organisation
 - Able to understand challenges faced and work to find solutions that make the difference
 - Leads others to deliver strong performance through coaching and development
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Professional Experience & Achievements

Self Employed Business Coach & Consultant

Nov 2013 – Present

JEM Coaching Limited

- Executive Coaching & Leadership Development for individuals and teams
 - Delivering 1-2-1 Coaching to develop and enhance Leadership Capabilities
 - Developing Teams to Improve Business and Team Effectiveness
 - Supporting Personal Development in Individuals
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Organisational Development Consultant

Dec 2012 – Oct 2013

Direct Line Group (Direct Line, Churchill, Privilege, Green Flag & NIG)

Financial Services-Insurance / 12k people / 12 locations

- Consultant to MD & Directors for Claims, Sales and Personal Lines teams on Leadership matters impacting across 7k staff
 - Supported Senior Leaders and their teams in the introduction and embedding of the Leadership Framework across Direct Line Group
 - Provided coaching support to Senior Leaders in the development of their Leadership Skills
 - Developed programme of activities to support Self Leaders across the organisation (10K staff)
 - Reporting to Head of Organisational Development
-

Learning Business Partner

June 2009 – Nov 2012

Royal Bank of Scotland – Insurance Division (DLG, Churchill, Green Flag, NIG)

Financial Service-Insurance / 15k people / 18 locations

- Responsible for the Learning & Development needs of 7k people at Technician, Customer Advisor, Team Leader, Manager and Director level. Budgetary responsibility of £2m
- Consultant to the Senior Leadership team for Claims (MD/Directors) on the development of capability in the Claims function
- Led design, development and delivery of a programme of learning to meet the needs of circa 2000 people in 20+ roles as they transitioned onto a new system with a revised Target Operating Model.
- Direct management responsibility for 35 'in-house' Trainers, 5 Programme Delivery and Administration people and external training resources to support as required.
- Commissioned the delivery of bespoke leadership development activities in 'Leading through Change' to support 250 leaders impacted by the introduction of Claimcenter
- Joint reporting line to HR Business Partner and Claims Managing Director

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Process Design Manager

Mar 2002 – May 2009

Royal Bank of Scotland – Insurance Division (DLG, Churchill, Green Flag, NIG)

Financial Service-Insurance / 15k people / 18 locations

- Responsible for the overall definition and maintenance of business processes for Claims
- Direct full time management responsibility for team of 12 process designers, lean practitioners and procedure developers
- Direct interim management responsibility for business representatives joining projects run by the team (30 people at any one point in time / 200+ per year)
- Coordinated the first phase of Lean activity in the Sales & Service arena to identify and implement changes to improve customer experience and business efficiency
- Led programme of work to define the requirements of a new claims handling system, facilitating the design with mixed group of business representatives
- Reporting to Head of Business Change

Customer Service Excellence Manager

Sep 2000 – Nov 2002

Open Learning Centre Manager

Apr 1998 – Aug 2000

Pulse Training Manager

Apr 1996 – Mar 1998

Hertfordshire County Council

Garston Manor Special School

Sept 1991 – Aug 1995

Teacher (P/T) Children with moderate learning/behavioural difficulties

Furzehill School

Sept 1982 – July 1999

Head of Review & Development / Head of Year 8

Head of Creative Studies

Class Teacher

Education & Qualifications

OPP / Myers Briggs – Step 1	(3 days)	Nov 2013
Institute of Leadership and Management L7 Certificate in Leadership Mentoring & Executive Coaching	(5 days)	Sept 2013
Psychometric Testing (Part A & B) British Psychological Society / Saville Wave	(6 days)	June 2013
Henley Business School – Advanced Leadership Programme Advanced Leadership Programme	(9 days)	May 2012
Situational Leadership – Accredited Trainer	(3 days)	Nov 2011
Sheppard Moscow - Advanced Business Consulting	(5 days)	Jan 2010
SPOCE Managing Successful Programmes (Foundation & Practitioner)	(5 days)	June 2008
Cranfield University (RBS Programme) Manager Leadership Programme	(6 days)	June 2007

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Worcester College of Higher Education
Bachelor of Education (Ord)

1979 – 1982

Interests & Activities

Singing – classically trained singer, sing with small specialist choir

Art & Craft – embroidery, knitting, painting

Member of Cookridge Hall Country Club – Yoga, Body Balance, Zumba, Aerobics

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Executive Coaching & Leadership Development

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JAYNE MCPHILLIMY

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Executive Coach & Leadership Mentor

Overview

A qualified coach and mentor with 20 years of business experience, Jayne has a deep understanding of the challenges faced by today's business leaders. The support and development of others to reach their potential has always been a feature of any role Jayne has undertaken and has become the key focus of her career. Jayne specialises in coaching and mentoring people currently in leadership roles and those aspiring to transition to new levels of leadership.

Jayne's coaching style is supportive and challenging, raising self awareness in her clients and encouraging them to focus on recognising and addressing their development needs. Her coaching is goal orientated and aims to achieve specific, measurable outcomes. Her coaching approach builds on the resourcefulness of the client, encouraging creativity in their problem solving both during and following their coaching programme.

With her background in Learning & Development and experience as a leader in a number of FTSE 100 businesses, Jayne brings to her coaching a valuable combination of leadership theory and knowledge, alongside practical application and experience.

Areas of Expertise

- Leaders in new roles / First 90 Days
- Developing Talent / Reaching Potential
- Leading Through Change
- Stakeholder Management / Managing Up
- Improving Performance
- Work Relationships
- Impact & Presence
- Communication Skills

Client Types / Levels of Experience

- Senior Leaders / Directors / Board Members
- Middle Management
- Managing Directors

- Aspiring Senior Leader (Talent)
- Individual Contributors / Technical Experts

Industry / Functional Experience

- Financial Services
- Insurance
- Roadside Rescue
- Education
- Not for profit organisations

Professional / Corporate Experience

- Leadership Development
- Learning & Development
- Project & Programme Management
- Change Management

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- Requirements Definition
- Customer Service and Experience

Training & Education

- Certificate in Executive Coaching (ILM L7)
- Certificate in Advanced Leadership (Henley)
- Bachelor of Education
- BPS Part A & B Accredited
- MBTI Step 1 Accredited
- Development Tools – Saville Wave/Swift
- Progression Mentor (Princes' Trust)

Professional Affiliations

- Association for Coaching
- Institute of Leadership & Management
- British Psychological Society

JAYNE McPHILLIMY B. Ed

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