

SELEETA WATSON

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PROFILE

18+ years' client services, managerial, database management and resource analysis experience providing the capability to both lead and support. DEI Advocate and excellent communicator with an immense knowledge of working with diverse customers and clients.

EMPLOYMENT HISTORY

March 2023 – To date

Lloyds Banking Group

Diversity Programme Consultant (Secondment)

- Set the vision and commitment to Supply chain diversity for leadership buy-in.
- Oversee the day-to-day operations of the diversity programme including weekly, bi-weekly, and monthly cadence calls.
- Identify and engage with diverse suppliers (Black Owned, Female Owned, Ethnic Minority Owned, Disabled Owned)
- Supporting the incorporation of diversity criteria into the procurement processes
- Assess supplier capabilities.
- Foster relationships with diverse businesses
- Facilitate training programs for diverse suppliers.
- Ensure adherence to diversity regulations and legal requirements.
- Track and evaluate the success of the diversity programme, identifying areas of improvement and provide regular reports to leadership.
- Participating in outreach programs, identifying potential diverse suppliers
- Develop marketing material and communicating programme successes internally and externally.
- Baselining the company's diverse businesses which have already been onboarded and identifying spend.

Sep 2022 – To date

ServiceNow Centre of Excellence - Computacenter

Enablement Manager

- Point of contact and reporting to the Head of Project Delivery, actioning requests and collaborating as required.
- Ensure Project Delivery Governance, including project reviews.
- Driving change to continually improve both the efficiency & effectiveness of Resourcing and Project Delivery processes and services.
- Implementation of ServiceNow Centre of Excellence strategy and objectives
- HR – On-boarding, probation review, extensions, weekly checkpoints
- Point of contact for escalations (Project delivery and Global Resource management)
- Management reporting
- Working with wider Business Unit to collaborate, understand ways of working.
- Oversee the Resourcing function.
- Strategize, develop, and implement new operational processes for Resource Management
- Building and maintaining relationships across all CC global entities
- Working collaboratively with the Operational Excellence Director where required
- Leading / supporting the creation of a Global Resource framework alongside the Leadership Team and Operational Excellence Director
- Build out a process / strategy which would develop the offshore and nearshore consultants into functioning country units
- Ensuring the company culture and values are represented throughout the resourcing process
- Global workforce planning, pipelining management and forecasting to ensure that the organization's talent is fit to meet future challenges

DEI (Diversity, Equity & Inclusion) Advocate – 2020 to date

- Promoting and encouraging awareness of both unconscious bias and cultural differences. Influencing and reverse mentoring Senior Leadership. An active role model for a positive approach to building an inclusive working environment. Spearheading mentorship, cross industry collaborations and training, both independently and via CC internal processes and engagement.
- I raise awareness, encouraging discussion, and promoting equality, in and outside of the workplace:
- I lead the Speak Freely Team at Computacenter's Ethnicity Employee Impact Group. I've created safe spaces for discussions around relevant topics e.g. 'Breaking barriers in leadership'.
- I created and run the 'People Matter' program. This safe space discusses cultural, current affairs and hot topics. E.g. inviting Nick Ostler (expert in endangered Languages) and Esther Stanford-Xosei (Reparations expert) as guest speakers.
- Live panel discussions E.g., The Athena Hackathon 2022 which celebrated women and non-binary people in tech.
- A panellist in Germany, discussing D&I, broadcast to 11,000 employees. This received the event's highest audience feedback.
- Driving daily content for Race Equality Week, including testimonials from colleagues, and securing UK leaderships commitment to change.
- An active member of the 'Sunflower community' supporting neurodivergent colleagues and family members.
- Actively supporting and leading Black History and South Asian Heritage initiatives has been a game changer. Colleagues around the world highlighted they previously felt they existed in the background at Computacenter but now feel empowered to voice their opinions and bring their authentic selves to work.
- I am a key member of the pilot Ethnic Diversity Program which gives those from ethnic backgrounds the opportunity to attend courses which promotes sponsorship, mentorship, and development towards higher level roles.
- I am the Campaign lead for Black History Month, creating content and a schedule for weekly activities including facilitating open mic sessions.
- Computacenter views the work that I have done to support and curate a cross cultural understanding of those from ethnic backgrounds as a model which is being replicated worldwide globally across Computacenter. Feedback from colleagues is universally positive with praise on how these events and activities have inspired them, giving them a platform. It has encouraged the drive and rollout of employee resource groups globally. Particularly Germany, who have begun their own 'open safe space' discussions and activities with my support and mentorship.
- I have been a reverse mentor to the UK MD of Computacenter. This enabled me to influence and educate an executive stakeholder to effect change at the top of Computacenter. I have cemented a valuable ally that now has a greater understanding of issues, challenges, and trends in relation to ethnic employees. It directly led to greater D&I education opportunities across the whole company resulting e.g. in the launch of diversity awareness courses.
- I support Black Women in Technology, run by 'Generating Geniis'. Mentored young, black females, providing coaching, advice, and encouragement on their journey in the IT industry.
- I am currently working with Lloyds Banking Group to support their Supplier Diversity program. This will make it easier for Black/Female/Minority/Small owned businesses to transact with Lloyds.
- I independently engaged with Inside Success, a black-owned business magazine for 18–24-year-olds which supports finding roles for those from disadvantaged backgrounds. Promoting their publication through a Computacenter partnership
- I created, managed, and organised an 'Black Excellence' event held at the Museum of London and 'Winds of Change' at Church House, Westminster. I wanted to showcase Black talent to those who wouldn't usually be exposed to it. I secured sponsorship from DELL for 2022 and 2023, 100+ people attended from across the industry e.g. TC4RE members, Microsoft and Lumin. The impact has been far reaching. It provided an opportunity for non-ethnic background attendees to experience 'Black Culture' first hand. Feedback has been phenomenal, and it has been seen as a game changer for employee resource groups across the industry.
- I am an advocate and leader for South Asian heritage month, promoting traditional games, music, fashion, and food to highlight the positive impact South Asia has on British society. Including hosting open discussions to allow for a better understanding of the challenges South Asians face.

April 2019 – Sep 2022 Resource Manager

ServiceNow Centre of Excellence – Computacenter

- Act as the primary point of contact for resource scheduling, prioritisation, and forecasting.
- Mentor and lead a team of two Resource Coordinators
- Identify appropriate resource requirements for each project, based on resource skill, capacity, and availability.

- Maintain constant knowledge of current and upcoming projects as they relate to resourcing and manage change control.
- Run daily resource stand up meetings and facilitate resourcing queries as they arise.
- Provide a weekly forecast report and analysis of utilisation,
- Identify potential instances of underutilisation and actively work with consultants and project managers to address and resolve issues.
- Incorporate consultant training, leave and internal activities into resource scheduling plans.
- Assist with maturing the resource management process and prioritisation model.
- Recommend process improvements, optimisation, and automation for resource management.
- Supporting the Head of Delivery with escalations and project delivery management.
- Leadership and senior management team engagement
- Diversity and Inclusion - Managing and participating in a monthly D&I community meet, bringing colleagues together through encouraging and empowering members to share their values and beliefs.

November 2018 – April 2019
LTT (London Top Tier) Resource Manager

PWC Ltd

- Responsible for (as a member of the RM Leadership Team) defining and agreeing the standard and quality of service that will be delivered to the business.
- Lead and inspire the LTT Assurance RM team to deliver commercial, value adding services and operational excellence ensuring they work in close collaboration with the business to optimise agility and mobility.
- Contribute to the people strategy and respond to feedback from the business around workforce allocation to make the right resourcing decisions for the benefit of the business and its clients.
- Influence the partner and director community to maximise fair work access and workflow across the different businesses.
- Provide strategic workforce planning advice and sophisticated resourcing related Management Information to enable the business to make informed decisions about future headcount needs.
- Lead the resourcing models across LTT Assurance to maximise profitability and retain its' people - a key role will be to develop and evolve the resourcing models in line with changing business needs and technological advancements.
- Act as first line escalation for all resourcing related issues across all four businesses.
- • provide a robust communication channel between the RM Function and key stakeholders e.g. COO, People Partner as well as other members of the Operations Leadership Team.
- Work in close partnership with other key Functional Leaders (eg Finance, HC and Operations).
- Support the business with target setting and ongoing monitoring of specific programmes e.g. global mobility targets, graduate recruitment hires, transfer window, rotation schemes.
- Perform people related activity such as training, development, and objective setting, coaching and performance management.
- Lead the LTT Assurance resourcing related programmes and projects
- Lead all people related activity for the Assurance RM team (including recruitment, coaching and development, performance management; wellbeing and engagement). Provide hands on leadership and support for all escalations and conflict resolution.
- Promote and drive effective technology system integration (for example, TalentLink, GFS, Finder and Workday) to optimise effective resourcing

April 2014 – November 2018
PMO

Adaptavist Ltd

- Reporting directly to COO and stake holders, compiling resource and financial summaries for the business on a weekly / monthly basis and delivering these during internal calls.
- Supporting the services business in the allocation of consultants for US, Canada & EU.
- Making independent strategic decisions regarding resource allocation and prioritising when necessary.
- Operating independently to monitor and maintaining project success.
- Coordinate, organise and host internal project meetings.
- Contribute to external client calls by providing resource analysis.
- Centrally co-ordinating team member holidays and diaries
- Keeping accurate revenue and utilisation on internal systems.
- Independently responsible for ensuring accurate daily time logging
- Working alongside the business to ensure adherence to all IT, security and data protection policies
- Maintaining positive working relationships with all members of the delivery community globally (EU, US & Canada)

- Consistently maintaining working relationships with sales & account management department to anticipate resource outcomes for new business opportunities.
- Maintaining company records, ensuring they adhere to policies and reflecting them as required
- Liaising with the product manager to assist with marketing material.
- Arranging programme meetings, heading calls, writing up of actions and notes to assist the project managers in the co-ordination of project progress.

November 2013 – March 2014
Resource Coordinator

IBM Ltd

- Resourcing internal and external consultants for various training programmes, development centres, coaching assignments, and other associated work.
- Liaising with our ever-increasing pool of internal and 150 external consultants to establish suitability for work, check availability, and negotiate rates and book internals.
- Building strong relationships with consultants and internal clients.
- Managing the diaries of internal consultants.
- Understanding the skills, preferences and development needs of internal consultants and balancing that with their targets and business requirements.
- Working closely with the client teams to ensure resourcing is client-focused and balancing this against business requirements.
- Keeping clear and accurate records of who is resourced to work where, when and at what rate.
- Ensuring revenue, utilisation and product information on internal system is accurate.
- Maintaining existing consultant records i.e. CVs, skills and database profiles, biographies etc...
- Supporting and being involved in the external recruitment process - sourcing suitable candidates through existing network, arranging and conducting interviews, printing documents for interviews.
- Supporting induction process – explaining the information we need from the consultant, setting up induction meetings with the resourcing team and communicating to the business when a new consultant is onboarded.
- Maintaining external consultant section of the company directory and email distribution lists.

October 2012 – November 2013
Resource Co-ordinator

GIOS Technology Ltd

- The main point of contact for general HR enquiries from both internal and external clients, referring queries where necessary to the appropriate member of the team.
- Supporting the account managers in the administration process for recruitment and selection.
- Record equality and diversity related information
- Vetting applications prior to the short-listing process.
- Interview and short-listing applicants, including arranging interviews, organising the panel, rooms, and interview programmes
- Ensuring security and maintaining confidentiality within the team.
- Setting up and maintaining the database.
- Maintaining roles on job boards, including posting/expiring and editing
- Resourcing for roles via social networking including maintaining company groups on such sites
- Any other duties deemed necessary to meet business needs.

January 12 – October 2012
Resource Analyst

Temenos Ltd

- Supporting the services business in optimizing the allocation of consultants for the entire region FST & NA (French speaking territories and North Africa)
- Plan the allocation of resources to individual projects and ensure that critical skills are shared across the region to support multiple projects.
- Liaise Global & Regional Competence Lead to ensure regional skill set capability is maintained within competence domain in line with strategic, tactical and operational needs
- Liaise with other regions to in the sharing and sourcing of Resources
- Responsible for the resource forecasting process for the region including but not limited to capturing resource
- Responsible for updating CRM based on approved resource forecasts
- Provide guidance on service delivery staff hiring, transferring, and advancement
- Liaise Global & Regional Competence Lead to ensure regional skill set capability is maintained within competence domain in line with strategic, tactical and operational needs
- Liaise with other regions to share information/initiatives and transfer knowledge.

- Implementing HR Policies
- Monitoring student absences
- Maintaining the database
- Maintaining accurate personnel records
- Preparing documents for regular audits by various accrediting bodies

June 08 – March 2010
Member Service Manager

Fitness First Ltd

- Banking
- Daily conference calls with Divisional, Regional Managers
- Merchandising
- Marketing
- Upselling
- Staff training

KEY STRENGTHS/SKILLS

- Maintaining positive client/services relations
- Diversity, Equity & Inclusion
- Influencing Senior Leadership
- Relationship building
- Communication
- Resource Management
- Resource Analysis
- Database Management
- Operations

SOFTWARE/PRODUCT KNOWLEDGE

- JIRA
- Confluence
- Salesforce
- Galileo Computer System
- Microsoft Suite
- Google Docs
- ServiceNow
- SAP
- Workday

EDUCATION

University of Bedfordshire – Travel & Tourism 2:2 - 2003 - 2007
West Herts College – AVCE Travel and Tourism 2001 – 2003
Hatch End High School 1998 – 2001

FURTHER INFORMATION

I reside in Hemel Hempstead, own my own vehicle, and have a full clean driver's license.
I have Multiple Sclerosis which I am happy to discuss and does not impact my delivery or effectiveness at work.