

Claire Henley ACMA

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Summary

My career path to date has resembled a jungle gym more than a career ladder! I have been fortunate to be able to adapt my employment choices to changing circumstances and to follow exciting opportunities. With Cachet Associates I offer commercial mediation activities along with assisting businesses navigate challenges using the LEGO® SERIOUS PLAY® method and materials. I have a solid foundation of transferable skills and a breadth of industry experience to bring to the table. I spent four years running a fabulous international development charity and eight years involved finance transformation and change projects.

Specialties: Team development, Organisational Change, Operating Model, Policy and Procedures, Leading Transformational Change, Stakeholder Management, Cross-Functional Team Leadership, People Management

Experience



Owner - Cachet Associates Ltd Feb 2023 – Present

I offer a mediation service that allows businesses to find a solution to disputes efficiently and cost effectively that allows them to go back to focusing on core business activities. For other business conundrums, I offer workshops with the LEGO® SERIOUS PLAY® materials and methods. This is a fun and different facilitation method that develops deep understanding, promotes learning, and encourages creative problem solving for a myriad of business challenges. Whether it's developing policies for sustainability, diversity, or community involvement, improving co-working between or within teams or exploring new product or service offerings, the LEGO® SERIOUS PLAY® method ensures 100% engagement from your team. It can release innovative and sometimes surprising solutions.



Director - Goodwill and Growth for Africa UK (GAGA UK) Jan 2019 – Feb 2023

This role was a wonderful opportunity to step away from the world of business into the exciting and challenging world of the third sector! Running a small charity with beneficiaries in a part of the world close to my heart that also had strong links with the local community in Warwickshire was a gift! I am immensely proud of my achievements with the charity, keeping everything running through Covid, adapting to online and virtual fundraising when I had only recently developed my "groove" with events and face to face fundraising and developing strong links with other charities and community organisations in Stratford upon Avon. It was an all-encompassing role, everything from monitoring and evaluation of projects, reporting to the Board of Trustees and to the Charity Commission. Managing budgets and forex transactions, donor stewardship, social media posts, website management and personalized letters. UK fundraising through events and developing corporate relationships... the list goes on! One of my proudest moments was being selected to collaborate with the Royal Shakespeare Company in their exhibition, "The Play's the Thing" in 2023/24 to showcase the work of GAGA UK through selected costumes from the RSC's world-famous Collection.



Owner - Cachet Financial Management Ltd Feb 2011 – Jul 2020

I completed contracting assignments leading project teams in Finance Change Programmes for Royal Bank of Scotland and Standard Chartered Bank. Other contracts were Interim Head of FP&A for the British Arab Commercial Bank and Snr Project Accountant for The Phoenix Group. I assisted a startup, GoGiniPig, as a Strategic Advisor and worked as a Business Development Executive for a boutique contracting firm, Peak EPM. My roles were largely business facing, including senior stakeholder management. I managed diverse teams of banking analysts and technology experts and led project implementations in Scotland, India, and Singapore. During this time, I also completed Prince2 Foundation and Practitioner, Agile Project Management Practitioner and Change Management Practitioner qualifications.



Finance Director, Cheque Services - Equifax UK Aug 1993 – Jan 2000

I commenced working in this organisation prior to the acquisition by Equifax when it was Transax Cheque Services. During my time under the Transax organisation I rose to the position of Financial Controller and was heavily involved in the due diligence for the acquisition by Equifax. I was retained in

the organisation as Finance Manager and implemented the group strategy to centralise the finance function in Bradford. After a brief period out of the business for a role at Cable and Wireless, I was approached to return to Equifax and reinstate a satellite finance function in Birmingham which I led as Finance Director for Cheque Services.



Hotels Controller - Forte Hotel Group Aug 1988 – Aug 1993

I joined Forte Hotels Group as one of the 1988 cohort of Graduate Accountants. Whilst on the scheme I commenced my professional CIMA qualifications and continued whilst in my first Hotel Accountant roles with the company. My final role was as Hotels Controller for three PostHouse hotels in the Midlands. In this role I had responsibility for financial reporting, financial control, planning and budgeting and cash control for three busy conference hotels.



Trained facilitator of LEGO® SERIOUS PLAY® method and materials
- **Association of Master Trainers** Issued Sep 2023



Certified Mediator - Align Mediation Ltd Issued Nov 2023

Credential ID CMC



ilm Advanced Train the Trainer Programme – ILM Issued Feb 2018

Credential ID 5502205006/40



ncfe Professional Award in Training the Trainer - College of Public Speaking 2006 Ltd Issued Feb 2018 Credential ID 50874350



Professional qualification, C.I.M.A.

1989 – 1993



Bournemouth University BTEC H.N.D. HOTEL; S.A. DIPLOMA, Hotel, Catering & Institutional Management

1985 – 1988