

## Heather Northey, MBA, CENG, MCIBSE, BEng, DipBSE

Based in London, UK.

Please contact me via the contact form on the site. <https://nmanagement.co.uk/#contact>

### Professional Profile

A Director level and consultancy expert in every facet of the property, real estate and built environment sectors in which I have represented both clients and contractors. I marry this deep experience with excellent relationship building and commercial skills. Flexible, with a very broad knowledge of the industry, and notable problem-solving skills, I can tackle most of the challenges the industry faces.

Outcome focussed, I work as both a Consultant and Senior Interim, swiftly achieving results for complex operational and cultural challenges.

Selected achievements include:

- Rescuing the £560m Clapham Park Regeneration scheme, taking over a dysfunctional team and culture, giving them new direction and skills, rapidly recovering programme and delivery overruns.
- Solving serious issues between Network Rail and the Office of Rail Regulation by leading a successful multimedia culture change which reduced casualties from 16 to zero fatalities per year.
- Building Clipfine Group from a minor construction logistics and support firm into a major commercial partner of Skanska, Lend Lease, Sir Robert McAlpine and others working on high profile, complex projects such as the Olympic Athletes Village, BBC Broadcasting House, Crossrail ATC, US Embassy.
- Saving historic Kenwood House for the nation at English Heritage by a carefully devised and strategic approach to maintenance using otherwise inadequate funds to generate a lottery funded conservation project.

### Recent Career

**Since 2005: N: management Ltd: Managing Director and Owner  
(Interim Director/Manager and Consultant)**

#### **Consultant, Clipfine Group Ltd**

*My association with Clipfine precedes the formation of N:management Ltd and has continued for over 15 years.*

Clipfine is a leading provider of professional construction logistics and support services. My programme and innovation brought gravitas, IT infrastructure, new management processes and confidence. In completely redesigning their business systems to fit with the needs of clients I provided a cost effective, consistent, seamless and high-quality result thereby raising their profile in the logistics arena.

#### **Interim Director of Operations Abbeyfield Southern Oaks (29 Months)**

Responsible for developing the organisational and physical infrastructure to support a 400% increase in turnover business. The client was a small charity providing sheltered supported housing and assisted living for the elderly wishing to expand into the independent living sector.

### **Interim Head of Estates, English Heritage (12 months)**

Responsible for some of the most iconic national landmarks in the country, with cultural, economic and artistic importance, my role was a turnaround of English Heritage's 400 property estate in the South East.

### **Interim Head of Regeneration Delivery, Metropolitan Housing (6 Months)**

Metropolitan Thames Valley (formerly Metropolitan) at the time provided around 38,000 special housing units across London and was one of the largest suppliers in the capital. My role was to turnaround a major, failing development scheme, setting up the delivery stage of the £560m Clapham Park Regeneration Programme.

### **Interim Regeneration and Housing Enabling Programme Manager; Runnymede Borough Council (Two years)**

Runnymede serves business and residents (around 100,000 people) in NW Surrey.

On joining the new commercial services division, I went on to secure the future construction of the major regeneration schemes in the Borough including town centre, housing and leisure facilities. I also led six separate housing development projects through the council's planning process into the construction phase thereby increasing their affordable housing portfolio by 20% by the time I left.

## **Earlier Career Highlights**

### **Senior Programme Manager, Network Rail (seconded from Bovis Lend Lease) (Three Years)**

This was one of the biggest cultural changes in an industry undergoing a profound transformation as Railtrack was wound down and replaced with Network Rail under regulatory pressure. My specific project was crucial, reducing the number of workers killed and injured by collision with trains on the lines, essential to winning the regulatory space to start innovation and growth.

### **Earlier Career**

Having achieved senior management roles in engineering consultancy, my career took off at Bovis Lend Lease. In addition to the Network Rail secondment discussed above, I delivered projects for the National Theatre, the Royal Festival Hall, the headquarter offices of Standard Life, Reading's Oracle Shopping Centre, Cisco, and Kew Gardens. I joined Lend Lease after a blended career in engineering, operational management and consulting.

### **Education and Professional Development**

MBA (Warwick): Warwick Business School;

B. Eng. Electrical & Electronic Engineering;

Dip. Building Services Engineering;

C.Eng., MCIBSE

About Time Public Leadership Course, sponsored by Government Equalities

## Summary List of Assignments

- 2020: Aspen Court Management
- 2017 - 2020: Interim Director of Operations, Abbeyfield Southern Oaks
- 2015-2017: Interim Project Director Regeneration and Housing, Runnymede Borough Council
- Since 2004: Consultant, Clipfine Group
- 2014: Interim Head of Regeneration Delivery, Metropolitan Housing Trust
- 2011: Interim Knowledge Programme Manager, RSSB
- 2010-2011: Interim Construction Director, Dorchester Group
- 2008: Interim Programme Manager, Dawson Holdings
- 2007-2008: Interim Head of Estates for English Heritage
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