



AT A GLANCE

 **25+**

years' experience

 **15+**

assignments undertaken

 **14+**

government framework wins (bid team)

 **ISO**

9001, 14001, Cyber Essentials Plus & NHSE IG Toolkit

SECTORS

- ① NHS trusts
- ① Primary care
- ① Island & international
- ① Public & independent sectors
- ① Charities
- ① Banking & finance
- ① Retail

QUALIFICATIONS

- ① AAT Level 3 Accounting
- ① QuickBooks accounting
- ① GDPR
- ① First Aid
- ① DBS continuously checked, last checked in 2026
- ① UK Passport & Driving Licence
- ① In-Form Solutions Environmental Ambassador

CONTACT

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Contracts and business manager – winning bids, securing best-value contracts and delivering outstanding outcomes in quality and financial management

Dawn brings over 25 years' experience across the NHS, island health systems, charities, banking and retail. An AAT-qualified finance professional with a strong audit and compliance background, she drives In-Form Solutions' bids and quality management, and has led commissioning and contracting for an NHS foundation trust – successfully negotiating contracts worth £270 million+.

KEY EXPERIENCE

 **Commissioning & Contracting.** Contracts Manager for Cheshire and Wirral Partnership NHS Foundation Trust (CWP), negotiating contracts worth £270 million+; supports Gibraltar and Jersey commissioning, validation, reporting and contracts.

 **Finance & Budgetary Control.** Manages In-Form Solutions' finances and financial procedures using QuickBooks, as well as CWP contracts; previously supported financial management at Citizens Advice, and is voluntary Treasurer for Lichfield Operatic Society.

 **Information Governance.** Leads the NHS IG Toolkit for In-Form Solutions and GP practices nationwide; implemented Cyber Essentials Plus, including annual audits; GDPR trained.

 **Audit & Compliance.** Former retail internal auditor at Signet Group – compliance audits and fraud detection using data interrogation software; external audits and reviews for Crowe (Ireland).

 **Programme & Bid Management.** Bid management and submission; part of the bid team for over 14 government framework wins; implemented the PSR process within an NHS trust.

 **Quality & Governance.** Instrumental in achieving ISO 9001 and ISO 14001 accreditation and managing the quality and environmental systems, including annual audits.

CLIENTS INCLUDE

NHS Trusts · Governments of Gibraltar and Jersey · GP practices · Commercial companies · Charities



CAREER SUMMARY

In-Form Solutions Ltd *Business Manager* **OCT 2018 – PRESENT**

- ① Bid management and submission, and part of the team behind over 14 successful government framework applications.
- ① Identifying opportunities and supporting the company to achieve its quality policies and objectives.
- ① Instrumental in implementing ISO 9001 accreditation and the ongoing management of the quality system and ISO 14001 environmental management, including annual audits.
- ① Implementing Cyber Essentials Plus accreditation, including annual audits, and the NHS Information Governance Toolkit for the company and a number of NHS clients.
- ① Responsible for finance and the management of financial procedures, preparing financial reports and sensitive information, and liaising with the company's accountants.
- ① Providing commissioning, contracting and performance management support for a number of NHS clients, and undertaking external audit and consultancy reviews.

Citizens Advice Bureau *Finance Administrator* **FEB 2012 – 2018**

- ① Responsible for the overall management of the administration office and support to the Chief Executive.
- ① Supported the Bureau's financial management using QuickBooks – managing income and expenditure, funds and financial and monitoring reports.
- ① Supported the Chief Executive and Treasurer with reporting to the Trustee Board, and provided finance support for bid applications.
- ① Maintained management information and databases, and managed and supported the audit process.
- ① Updated and monitored Bureau policies and procedures in line with national Citizens Advice, including GDPR.
- ① Organised volunteer rotas, recruitment and induction, fundraising and PR events, the AGM and committee meetings.

Santander Bank plc *Customer Support Adviser* **2010 – 2012**

- ① Processed cash, cheque and transfer transactions with close attention to accuracy, and supported the audit process.
- ① Generated leads for new products, consistently achieved personal sales targets, and handled customer queries and complaints.
- ① Created an organised, structured filing system for confidential records.

Halifax / Lloyds Banking Group plc *Customer Support Adviser* **2008 – 2010**

- ① Processed cash, cheque and transfer transactions, generated leads for new products and consistently achieved personal sales targets.
- ① Assisted customers with queries and handled internal and external complaints.

Signet Group plc *Retail Internal Auditor* **1997 – 2008**

- ① Organised compliance and internal audit visits to stores to check that company policies and procedures were followed, producing audit reports and agreeing action plans with store managers.
- ① Carried out "dig deep" audits at poorly performing stores to analyse store standards.
- ① Used data interrogation software to detect fraud and discount abuse, and worked with investigators to collate evidence leading to investigation and arrest.
- ① Delivered communication and coaching presentations to new store managers and consistently non-compliant stores.



ASSIGNMENTS & EXPERIENCE

CURRENT ASSIGNMENTS

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) 2021 – PRESENT

Contracts Manager

- ① Acting as CWP's Contracts Manager, reporting to the Director of Finance and managing two members of CWP staff (ongoing).
- ① Undertaking staff appraisals and training for the CWP contracts team (ongoing).
- ① Drafting commissioning and provider contracts and ensuring they are signed off by all parties within timescales (2021/22 to 2026/27, ongoing).
- ① Negotiating on behalf of CWP on contracts worth £270 million+ (ongoing).
- ① Regularly presenting CWP's performance management to the Integrated Care Board (ICB), supporting improved patient outcomes (ongoing).
- ① Personally dealing with and resolving contract and performance queries, liaising with and supporting relevant CWP and ICB staff (ongoing).
- ① Implementing the Provider Selection Regime (PSR) process within CWP (ongoing).
- ① Supporting and delivering CWP's cost improvement (CIP) schemes (ongoing).

Gibraltar Health Authority 2018 – PRESENT

- ① Supporting the finance and commissioning arrangements for specialist tertiary referrals to the UK (ongoing).
- ① Liaising with Gibraltar Health Authority to ensure smooth communication with UK-based trusts (ongoing).
- ① Preparing and producing monthly management reports for Gibraltar Health Authority (ongoing).
- ① Co-ordinating and validating patient information, activity and costs for all UK activity from Gibraltar (ongoing).
- ① Co-ordinating and managing individual patient queries (ongoing).
- ① Undertaking detailed research into treatment pathways, and analysing and reporting client outcomes for providers (ongoing).
- ① Preparing contract documentation through to successful completion (ongoing).

Health & Care Jersey, Government of Jersey 2018 – PRESENT

- ① Supporting the finance and commissioning arrangements for specialist tertiary referrals to the UK (ongoing).
- ① Liaising with Health & Care Jersey to ensure smooth communication with UK-based trusts (ongoing).
- ① Preparing and producing monthly management reports (ongoing).
- ① Co-ordinating and validating patient information, activity and costs for all UK activity from Jersey (ongoing).
- ① Co-ordinating and managing individual patient queries (ongoing).
- ① Undertaking detailed research into treatment pathways, and analysing and reporting client outcomes for providers (ongoing).
- ① Preparing contract documentation through to successful completion (ongoing).

PREVIOUS ASSIGNMENTS

Crowe (Republic of Ireland) 2021 – 2022

- ① Led and undertook a number of external audits and reviews on behalf of Crowe, as well as supporting larger audits.

GP Practices Nationwide INFORMATION GOVERNANCE

- ① Supported a number of GP practices with their NHS Information Governance Toolkit compliance.

Staffordshire University – “Be Inspired” Programme MENTORING

- ① Supported the mentorship programme for seven mentors, helping mentees plan and implement key actions.



PERSONAL INTERESTS & VOLUNTARY ROLES

Lichfield Operatic Society CIC – Trustee and Treasurer VOLUNTARY

- ① Acting as Treasurer on a voluntary basis, ensuring finances are managed in line with Charity Commission requirements and financial policies and procedures are followed.
- ① Involved in productions, both back of house and front of theatre.