

CV - Amanda Heenan LLM, BSc(Hons)

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Person profile

I am a highly motivated and creative person with a diverse range of skills, currently focused on equality, diversity and inclusion. I work collaboratively to achieve success through building effective partnerships and motivating others, but am equally happy to work independently. I can influence and engage at all levels and am driven by a passion for fairness, quality and getting results. I am an IT and Computing graduate and hold a Masters of Law in UK and European employment and equality law.

I am passionate about people and community development and building the capacity and confidence of communities and people whose voices are often not heard by public services.

I recognise that relationships and communication are fundamental to the success of any project or initiative - this is one of my stand out strengths. I have a great track record of working collaboratively to achieve success through building effective partnerships and motivating others.

Skill profile

- Equality, diversity and human rights expertise, including advanced knowledge and working experience of employment and equality legislation, including the Public Sector Equality Duties
- Strategy and policy development
- Strong audit, investigation and evaluation skills
- A proven track record of successful project management and delivery
- Presentation and communication skills to lead and effect change. Understanding of accessible communication
- Training development, delivery and evaluation
- Building effective partnership relationships with a proven track record of delivering and leading multi-agency projects
- An excellent understanding of stakeholder mapping and engagement
- Corporate governance and organisational development skills
- Experience of embedding good practice into healthcare commissioning across the full commissioning cycle
- Staff and community engagement, with a proven record of successfully engaging with 'hard to reach' groups
- Excellent interpersonal, negotiating and mediation skills
- Outstanding IT skills
- Business analysis skills, using a range of techniques
- Business development and account management skills

Work Experience

Owner, Arc of Inclusion (formerly trading as AH Development Services) 07/2012 – present

Services include:

- Equality, diversity and human rights training and consultancy, including audit, strategy and action plan development and implementing the Equality Delivery System (EDS 2)

- Organisational development, including developing effective governance
- Project and programme management
- Training and workshop facilitation
- Mediation, including civic mediation
- Project impact evaluation
- Grievance / disciplinary investigations

Clients include: Edinburgh Airport, Mobility Scotland, Hull Clinical Commissioning Group, Leeds Children's Heart Surgery Fund, South Yorkshire Community Foundation, North Yorkshire & Humber Commissioning Support Unit, NHS West Yorkshire, South Yorkshire and Bassetlaw CSU, Harrogate and Rural District Clinical Commissioning Group (CCG), Vale of York CCG, Scarborough CCG, Henry Hyams Solicitors, Barnsley Premier Leisure, Wellingborough Council, South Yorkshire Joint Secretariat.

Director, 360 Engagement Ltd 10/2011 – 3/2015

I was a founding director of 360 Engagement Ltd. - a social enterprise with a vision to bridge the gap between marginalised communities and public services. 360 Engagement is a micro business, which punches well above its weight, commissioned by the local authority to lead and support a range of Equality Forums to represent communities in public services. In addition, a range of creative and innovative projects to promote community cohesion and wellbeing were successfully delivered.

My role included:

- Effective and diverse community engagement and development
- Personal development of community representatives, including individual personal development plans and annual appraisals
- Leading multi agency projects
- Account management
- Contract and performance monitoring
- Business development
- Financial management
- Leading and innovating in effective and accessible communications
- Training local elected members on effective engagement and raising awareness of equality and diversity

Equality and Diversity Manager, NHS Barnsley 11/2009 – 06/2012

Responsibilities:

- Developing policies, tools and processes to embed equality throughout the organisation to ensure compliance with the Equality Act 2010
- Setting and implementing equality objectives collaboratively across services and organisations, including working with local government
- Leading on the implementation of the Equality Delivery System across the health economy in Barnsley
- Developing and delivering staff training including Board development and GP training
- Embedding equality into health service commissioning: e.g. needs assessments, service specifications, performance management and evaluation
- Coaching staff on equality impact assessments
- Developing a communications and engagement framework
- Leading staff, patient and community engagement projects

Achievements:

- National recognition of best practice in Equality & Diversity through NHS Employers Equality & Diversity Partner status
- Successfully integrating equality into corporate governance structures, business processes and policy development
- Integrating equality performance indicators into contract and quality monitoring and working with providers to help them deliver these
- Achieving an increased understanding of health inequalities across the protected characteristics reflected in public health publications (e.g. Joint Strategic Needs Assessment)

Testimonials:

“Amanda has a wealth of experience and skills along with a passion for people. She is a delight to work with. She would be an asset to any organisation in either a paid or voluntary capacity.” - Judith Russell MBE, Chair and Life President, Disability Sports Yorkshire

“Amanda’s enthusiasm and positive approach make her a pleasure to work with and a valued colleague: someone to turn to for ideas and advice” – Gordon Smith, Strategic HR Lead, Yorkshire & Humber Strategic Health Authority

“Amanda has been central to the organisation and delivery of some of the most effective engagement events in Barnsley. One of her key strengths is being a constructive critical friend with solutions to offer.” Julian Horsler, Equality & Diversity Manager, Barnsley Metropolitan Borough Council

“We would like to thank Amanda Heenan for her commitment to the Group, her leadership of the agenda and all the support she has given to colleagues round the table.” Noted in the minutes of a South Yorkshire PCT Cluster Equality Leads Meeting.

Owner, Ideas into Action 01/2006 – 10/2009

Ideas into Action was a consultancy specialising in building capacity within organisations to comply with legislation, demonstrate good practice and maximise the benefits of valuing diversity. **Clients:** NHS Barnsley, Sheffield Teaching Hospitals NHS Foundation Trust, Harrogate Council; Hammerson plc; Thomas Rotherham College; the West Yorkshire Employer Consortium; Leeds Mental Health Employment Consortium, Upstream Strategies Ltd., Switchgear & Instrumentation Ltd, ITV, Metro, Leeds City Council and Fujitsu.

Previous employment:

Workplace Campaign Officer, 11/2001 – 12/2005 Business in the Community, 1996 ~ 2001 – Family career break, 1990 – 1995: Administrator, Trent Regional Health Authority, Sheffield Credit Clerk, Noristan Pharmaceuticals, South Africa Temp Travel Agent, Page & Moy Travel , UK Telephonist, Rentmeester Assurance, South Africa Secretary, Kelly Services, South Africa Credit Clerk, Arthur Kaplan Jewelers Limited, South Africa

Education

Formal education

- Master of Law in European, Employment and Equality Law (LLM), De Montfort University, 2008 – 2013
- Managing Diversity, Level 3 NCFE Certificate, Grimsby Institute, 2008
- BSc (Hons) in Computing and Information Technology (2.1), The Open University, 1999 – 2003

- Matriculation, Damelin Correspondence College, South Africa, 1992
- Pro Arte - Pretoria Art, Ballet, Music and Drama Secondary School, 1986 – 1989

Professional training & accreditation

- Civic Mediation Practitioners Training, 2018
- Prince 2 - Foundation certificate, 2010
- National Mediation Practitioners Certificate, accredited by the Law Society and the Open College Network, 2008
- QA training Accredited facilitator of the Strengths Deployment Inventory (SDI), 2007
- Mosaic Mentoring training provided by Fair Play Partnership, 2007
- Aspire – skills development on leadership and working in public life provided by Fair Play Partnership, 2006

Other in-house training

- Project management Innovating problem solving Dynamic public speaking Brokering skills
- Corporate Social Responsibility
- Recruitment and Selection
- Managing Conflict
- Safeguarding Adults & Children Training

Other Interests

I love painting and really enjoy tapping into my creativity, and exploring the the Scottish countryside. I also enjoy spending time with friends, cookery, reading, humour, listening to music

Voluntary work

- Founder of Trundleurs, capturing and sharing information about accessible walks in the countryside
- Chair of Trossachs Mobility, an organisation providing off-road outdoor adventure to people with limited mobility
- Trustee of Scottish Mediation, and a former Trustee of the Board of Disability Sports Yorkshire. I was recruited for my organisational development and equality and diversity experience and enjoy contributing to these wonderful organisations' development and continued success. Scottish Mediation a national organisation that promotes mediation, maintains the Mediation Register of accredited mediators in Scotland and provides a range of conflict resolution services
- Former mentor in Fair Play Partnership's Mosaic Mentoring Programme for people with disabilities, to coach and support people to develop their skills and confidence
- Former volunteer in Business in the Community's right to read™ programme and epals programmes - helping young primary school children to develop and enjoyment and confidence in reading and written communication skills through email interaction with a business professional

References available on request.