



PERFORMANCE
THROUGH
PEOPLE

Russell Ness

Director

Ness Consulting

Performance through People

RUSSELL NESS



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NAME:

Russell Ness
Company Director
Russell Ness Associates Limited (T/A Ness Consulting)

Company Director
Correda Limited

Director
The Wilson Home Trust

Executive in Residence
AUT University MBA Entrepreneurship Programme.

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Russell Ness: Consultant, Designer, Lecturer and Company Director

Russell's passion is working with people to develop highly effective individuals, teams and environments.

Originally trained in graphic design, Russell has illustrated a number of books. One, "The Guardian of the Bridge", written by Diana Harris, was re published by Random House in 2009 to commemorate the 50th anniversary of the Auckland Harbour Bridge.

Russell has a facilitative style and an ability to work quickly to identify key issues and work towards resolution. Specifically, he will diagnose, and advise on, people and organisational performance issues. He will isolate priority actions and work alongside leaders to make improvements.

After leadership roles in a number of organisations, a career highlight was heading up the Telecom NZ national training function. During his time in Telecom he managed several strategic national projects then formed the Individual and Group Performance arm of Telecom Human Resources.

He initiated his own consulting company early in 1997, concentrating on the design and implementation of performance improvement initiatives.

In early 1999, Russell initiated and took up the leadership of Human Capital Services for Arthur Andersen New Zealand. Russell led Human Capital Services for 12 months until a long-term replacement was recruited into the role.

While continuing to consult in a number of areas, Russell formed Correda Limited in 2003. This company provides access to an extranet product and has established a loyal and growing customer base.

Over a number of years Russell has been lecturing in Quality Management for the Auckland University of Technology MBA programme and Project Management for the Auckland Institute of Studies MBA programme.

In late 2008, he was invited to take up a position as Executive in Residence with AUT University with responsibility for the MBA Entrepreneurship programme.

He is also heavily involved with community initiatives and voluntary action. Until recently he was a Board member of Volunteering NZ, is a Business Mentor for Business Mentors New Zealand and is Director of The Wilson Home Trust.





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ASSIGNMENTS

What follows is a resume of more recent assignments.

Leadership Roles and Line Management

- **Director** The Wilson Home Trust *for children with disabilities* – 2009 to present
- **Acting General Manager** for organisation with significant asset base and change/ improvement projects underway – 2008
- **Acting General Manager** of strategic business unit Feb – July 2002
- **Acting HR Manager, T & D Manager, executive advisor and change management advisor** for global computer services company 2000
- **Director Human Capital Services** for major Chartered Accounting Firm – 1999/00
- **Business Manager** of America's Cup Challenge regatta 1999/00

Executive Coaching

- NZ Fire Service – Current
- Inland Revenue - Current
- Te Puni Kokiri - Current
- Career Service – Current
- Humes - 2008
- Commerce Commission – 2008
- Fletcher Challenge – 2008 to present
- **Leadership and management coaching** for several key Government agencies – 2008
- **Leadership and Business Advisor** for Leadership Development Centre - current
- **Coaching, Mentoring and Team Member Development** for Ministry of Justice – 2006/7
- **Executive Team Coach and Advisor** for Western Bay District Council 2004 – Current
- **Executive Coach and Corporate Services Advisor** for Horizons Regional Council
- **Executive Coach, Strategic and Business Planning** for TVNZ HR and Enterprises – 2004
- **Leadership Team facilitation and teamwork coaching** for TVNZ Television, Market Pulse International, Wellington City Council, NZ Property Institute, Department for Courts Waikato Region, NZ Trade Centre and Pacific Retail Group 2002 – current
- **Executive capability review and leadership coaching** for new venture e-business and several start up enterprises 2001/3

Leadership and Management Development

- **Managers and Team Leader development programmes** for Manukau City Council – 2008/09
- **People Leader** development programme for ACC – 2007
- **Leadership Development** Ministry of Justice - 2005

- **Leadership and Capability Coach for High Potentials** Audit NZ – 2005/07
- **Executive Team Coach** for Tauranga City Council – 2004/5
- **Leadership Development Programme** NZ Automobile Association 2003 - current
- **Leadership Development Programme** LTSA 2003 – 05
- **Management development, online management tools creation and implementation** for Department for Courts 2002 – 2003

Business Improvement and Change

- **Knowledge Management** for Inland Revenue 2009/2010
- **Organisational Innovation** for Greater Wellington Regional Council 2010
- **Development of Building Effective Relationships Interview technique** for ACC – 2007/08
- **Business Performance and Change Response to Quality Review** for Ministry of Justice Maori Freehold Land Registration Project - 2007
- **Plant Maintenance Performance and Change Strategy** including performance standards, training, team leader development ,change management and creation of user guides for NZ Steel – 2007/08/09
- **Innovation, performance standards and quality** for Beca - Current
- **Internal Customer Focus/Service Change Project** for Ministry of Justice – 2006/7
- **Design of Risk Management Communication and Change Tools** for Inland Revenue – 2007
- **People impact assessment** in relation to Financial Management System for Ministry of Justice - 2006/07
- **Strategy Briefing Design and Tool** for the Inland Revenue Department – 2006
- **Processing Plant Performance** including performance standards, training, team leader development , change management and creation of user guides for Progressive Meats – 2005/06
- **Organisational Review** for The Brain Injury Association - 2004
- **Process design and capability study** for Housing New Zealand Corporation 2004
- **Innovation and ideas management systems** for NZ Automobile Association 2004
- **Facilitation and strategic planning** for major telecommunications provider – 2004/5
- **Comprehensive strategic business improvement work package** involving leadership development and coaching, business innovation, job management, information technology, quality systems, performance standards, career development and succession for Beca Carter Hollings and Ferner 2002 - 05
- **Competency development to support service ethos** for Auckland City Council 2001/2
- **Capability assessment and design of performance improvement strategy** for NZ Department for Courts 2001/2
- **Organisational Review, Planning and Management Coaching** for Auckland Theatre Company 1997-2003
- **Business management, leadership coaching and planning framework** for Waipareira Trust and Waipareira Pasifika 2000 - 2005
- **Business and management advisor** for major healthcare providers 1997 - 2001

- **Project manager and change/restructure advisor** for Carter Holt Harvey 2000/01
- **Strategic IS/IT** needs analyses for Auckland Healthcare 1999/2000
- **Management capability** assessment New Zealand Customs Service 1999
- **Management and Leadership Development** consulting services to Telecom Property Services, Telecom Corporate Services and Telecom Risk Management 1997/98/99/2000

Training, Development and Human Resources

- **Learning and Development Review Governance Group external advisor** Inland Revenue 2009/2010
- **Learning and Development Review** Evaluation 2010
- **Organisation wide Learning and Development Review** for Inland Revenue – 2008/09
- **Contact Centre induction programme review** for Inland Revenue 2009
- **Customer and Product Innovation Group capability planning** for Inland Revenue 2009
- **Competency and Training Development** for Fletcher Challenge Golden Bay Cement Plant – 2007/08
- **Needs Analysis and Implementation of Training and Performance Support** for Ministry of Justice Resource Management Act and Coastal Marine Areas Project - 2007
- **Needs Analysis and Implementation of Training and Performance Support** for Ministry of Justice Coroner's Act Implementation Project - 2007
- **Design and Project Management** of online Management Qualifications for Private Training Provider – 2006 – 08
- **Training and development** system for frontline officers, pilot for NZ Police – 2006/07
- **On job training design and implementation** support for Fletcher Challenge Golden Bay Cement Plant – 2006
- **Training and Development Review, redesign, implementation** for Beca Carter Hollings and Ferner 2002
- Design of **Project Management** workshops, e – learning and system training for Royal and Sun Alliance 2002 and Guardian Trust 2003
- **Recruitment and retention/outsourcing** analysis for Carter Holt Harvey 2000/01
- **Human Resources management audit** for Forest Research Institute 2000
- **Human Resources review and design** for Waipareira Trust 2000/01
- **Training and Development Review** for Ministry of Defence 1999/2000
- **Development of Human Resource Strategic Plan** Public Enterprise Fiji 1999

Business Advisory

- **Support for implementation** of financial management skills and performance review systems for CentrePort Ltd (Ports of Wellington) - 2010
- **Advice and Practical Support** for Community Housing Providers – 2005 - 07
- **Leadership and Business Advisor** for Telecom Mobile 2000 - Current
- **Designer and advisor** “World Class Customer Service” Air NZ 2006/07



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- **Facilities review and property development** for The Wilson Home Trust and Waitemata District Health Board 2004/05
- **Values Integration** for Tauranga City Council – 2004
- **Strategic and business planning AUT** 1998/99
- **Review and redesign** of Government housing initiatives 1999 and 2004
- **Comprehensive financial, property, human resource and general management review** for special needs school for Ministry of Education 1998
- **Management and Corporate Governance** advisory services for company and government heads in Niue, Cook Islands and Fiji 1996, 1998, 1999, 2000, 2001, 2002
- **Industry Representative and Developer** Management Unit Standards development working party 1993 - 96



CAREER HISTORY

Director – The Wilson Home Trust 2008 - Present

Description:

To lead a multi million dollar enterprise dedicated to children with disabilities.

Executive in Residence, Entrepreneurship – Auckland University of Technology 2008 - Present

MBA Programme.

Description:

To lead development and delivery of the MBA Entrepreneurship Programme

Director Russell Ness Associates Limited T/A Ness Consulting (April 1997 to present)

Management and business performance improvement consultants.

Description:

To lead and/or advise on cost effective people and business performance improvement and human development strategies

Director Correda Limited (September 2003 to present)

Description:

To provide an online management toolkit, communication system and intranet/extranet.

Guest Lecturer – Auckland University of Technology 2005 - 2008

MBA Programme.

Description:

To lead delivery of the MBA Quality Management paper

Guest Lecturer – Auckland Institute of Studies 2006 - 2008

MBA Programme.

Description:

To lead delivery of the MBA Project Management paper

Business Mentors New Zealand - Business Mentor (2004 to present)

Management and business performance mentoring.

Director Arthur Andersen Human Capital Services (March 1999 to March 2000)

Leader of new service line initiative in an alliance between Arthur Andersen and Russell Ness Associates Limited

Description:

To create and lead a service line devoted to advising on and implementing strategies that maximise the value of people and their contribution

Manager Telecom Individual & Group Performance (1996 to 1997)

Reports to: General Manager Human Resources Telecom

Budget: \$1.8m

Staff: Maximum 27

Description:

To provide leadership in business and human performance by creating a policy framework and supporting targeted improvement and business start up strategies.



National Manager Telecom Training (1994-1996)

Reports to: Manager Human Resources Development
Budget: \$3.5m
Staff: Maximum 75

Description:

To manage the implementation of performance support initiatives that supports the achievement of the company's key business strategies.

National Manager Customer Service Training Telecom (1993-1994)

Reports to: Manager Human Resources Development
Budget: \$3.0m
Staff: Maximum 25

Description:

To manage consistent training and development for 1,200 customer service representatives to support the Telecom Mission for Customer Service.

National Performance Development Consultant Manager, Telecom (1992-1993)

Budget: \$750,000
Staff: Maximum 7

Description:

Performance criteria: Responsible for performance improvement and for achieving the following in each area of involvement:

- Meet project specifications
- Work within agreed budget
- Work within agreed time schedule
- Gain client satisfaction and commitment (repeat business)

Performance Development Manager, Telecom (1992)

Budget: \$750,000
Staff: Maximum 7

Description:

Responsible for leading performance improvement initiatives.

Learning Development Group Instructional Designer and Project Manager, Telecom (1991-1992)

Description:

To manage and/or design performance improvement initiatives.

Artistic Director, Michael Hill Jeweller (1987)

Description:

To manage the visual design aspects of the brand and merchandising.

Graphic Designer, Artist, Tutor, Line Manager within Various Organisations (1980-1991)

Description:

To foster learning and creative development.