Joseph McCracken

MCMI, SAC Dip, ASET, SRMP-R, SRMP-C

General, Operations and Security Manager

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**PROFESSIONAL PROFILE**

Innovative, commercially-astute Operations Manager with a bachelor’s degree in Business Administration, experienced in setting up and managing organisational functions and spearheading complex transformation projects throughout the lifecycle. An engaging communicator with highly developed negotiation skills; forges lasting relationships with key partners and adopts a strategic and cohesive approach to influence C-Level stakeholders, whilst driving performance to deliver creative solutions, tangible results and increased profitability.

* Pioneered the establishment of a $130m UN fuel delivery contract in Somalia; set up supply chain, procurement, import, storage and distribution operations and led multi-site new build and refurbishment projects for ECO Fuel
* Directed complex change and transformation projects to bulk fuel operations for SKA International Group

* Spent 22 years in the British Army in charge of finance and administration before joining the UK Border Agency in 2004, rising to Chief Immigration Officer; received ‘Outstanding Achievement Award’, for a high performing team after leading the recruitment, training and deployment of 32 Rapid Response Officers, a programme subsequently rolled-out nationally
* Managed a team of 36 Driver Technicians through a period of difficult manning to exceed delivery, installation and collection targets and successfully operated as Depot Service Manager, Warehouse Manager and Customer Service Manager during periods of absence. Ensured full recruitment and training of Technicians prior to departure from the business.

**KEY SKILLS & AREAS OF EXPERTISE**

* Operational Leadership
* Strategic Planning
* Change & Transformation
* Project Management
* Business Development
* Logistics & Supply Chain
* Security, Safety & Medical
* HR & People Management
* Resource Planning
* Organisational Restructuring
* Budgets & Cost Control
* Procurement & Negotiation
* Continuous Improvement
* Streamlining Processes
* Policy Development
* Relationship Management
* Training, Coaching, Mentoring
* MS Office Suite

**Marriage & Relocation**

**Iloilo, Philippines March 2022 – Date**

After the lifting of COVID Restrictions, I moved to the Philippines to marry my wonderful wife. This was to mark the beginning of very early retirement that does not fit my profile. Therefore, I am looking for a role that I can be successful, once more. To keep busy, I have joined the Emergency Hospital Training Centre, Iloilo, as a volunteer guest instructor and have taken on the position as the Pre-Hospital Consultant for the Iloilo Volunteer Emergency Response Team.

**NRS Healthcare**

**Depot Operations Manager – West Sussex May 2021 – March 2022**

Depot Operations Manager for a team covering the whole of West Sussex delivering, installing and collecting medical aids for Service Users, which are issued on medical prescription.

* Managed 36 direct reports in technical, delivery and collection of over 3500 different line items
* Recruited and trained new hires ensuring full support to them with mentoring an constant guidance
* Procurement, logistics, IT and administrative functions across the whole site as well as conducting disciplinary investigations as required
* Consistently achieved very high KPI targets, both externally and internally ensuring costs kept to minimum through reduction in fuel and overtime costs with targeted areas
* Established relationships with contract commissioners and assisted in solving complex problems and complaints
* Deputising for Depot manager during absences as well as cover for both Warehouse Manager and Customer Services Managers
* Implementation of improved procedures with the production of SOPs to supplement and expand on policy documents

**ECO Fuel Group FZE**

**Country Operations Manager – Bulk Fuels, Somalia Mar 2016 – Mar 2021**

Established operations to import, store and distribute ground fuels, lubricants and equipment for the African Union Mission in Somalia (AMISOM) in support of a UN contract valued at $130M, organising delivery of circa $35M per annum of gas oil to 14 sites throughout the country.

* Managed 12 direct reports in technical, procurement, logistics, IT and administrative roles and 62 personnel on site
* Built trusted relationships with officials from local government, UN and African Union, expediting logistic processes
* Initiated key controls and scrutinised ongoing compliance with logistics, safety and security policies
* Established supply chain and procurement functions, purchased cost-effective equipment, consistently achieved KPIs and ensured supply continuity by leading the forecasting and re-ordering of bulk fuel and lubricant stocks
* Minimised costs by skilfully negotiating cost-efficient transportation, security, food and services contracts
* Oversaw maintenance activities with 80% of works conducted in-house to international standards
* Boosted capability by designing and delivering training programmes in leadership and management and HSSE

*Key Achievements*

* Implemented monthly reporting, increased training, morale and KPI performance, resulting in 6 internal promotions
* Directed 3 new-build construction and refurbishment projects, bringing them in on time and 20% under budget
* Reduced delays in the supply chain by 60% by using the Technical Department to help maintain the 3PL fleet
* Optimised cash flow, eliminated stockpiling and reduced losses through theft from $8m to zero after introducing stricter controls, tracking procedures, accounting processes and audits
* Led high level negotiations with suppliers including Heller Petroleum, Tamram Trading, Isotech and CMA/CGM to enable the multi-million dollar procurement, importation and distribution of oil for African military forces
* Played key role in the creation of a commercial division for new business and the development of a highly profitable meter calibration section, as well as ongoing plans to build a licenced fuel testing laboratory
* Oversaw all aspects of environmental health and safety to minimise operational impact; drafted new HSE operating procedures resulting in a 70% reduction in Health & Safety breaches

**EARLY CAREER**

SKA International Group Country Operations & Security Manager 2010 - 2016

UK Border Agency Chief Immigration Officer, European Operations 2004 – 2010

British Army Finance & Administration Operations Manager (Warrant Officer) 1982 – 2004

**QUALIFICATIONS**

* Bachelor of Business Administration (Management) Oneida University
* Graduate Diploma in Logistics Management UK Home College
* Diploma in Operations Management Alison Online Training, Australia
* Diploma in Security Management Stonebridge Associated Colleges, UK
* Certificate in Protective Security New Bucks University, UK
* Level 6 Certificate in Project Management UQA
* First Responder Level 3/ITLS ALR Trg UK/EHTC/ITLS
* Tactical Combat Casualty Care EBSSA
* Diploma in Human Resources Alison Online Training, Australia
* Master’s Certificate in Business Management Master’s Online Training, USA
* Level 4 Advance Diploma in Human Resources Management (Distinction) CPD Certification Service, UK
* Level 4 Certificate in Education & Training ALAP
* Teaching English as a Foreign Language TEFL
* Level 3 Diploma in Essential Business Writing (Distinction) CIPD
* Diploma in Small Business Financial Management International Assoc. of Bookkeepers
* Security Risk Management Professional – Regional (SRMP-R) INSSA (disasterready.org)
* Security Risk Management Professional – Country (SRMP-R) INSSA (disasterready.org)

**CONTINUOUS PROFESSIONAL DEVELOPMENT COURSES**

* Management Consulting Essentials
* Health & Safety Risk Assessor
* First Responder Level 3 & Phlebotomist
* IOSH Managing Safety

**PROFESSIONAL MEMBERSHIPS & AFFILIATIONS**

Member of the Chartered Management Institute

Member of the Accreditation Syndicate for Education & Training

Member of Awarding Language Acquisition for Professionals