

## Curriculum Vitae

Name: Ian Shaw  
Date of Birth: 19 May 1980  
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### Education:

1991-1996 Millthorpe School, York  
GCSE: Double Science, Maths, French, Economics, English Language  
English Literature, History, Design Technology

1996-1998 York Sixth Form College, York  
A-Level: Maths, Economics/Business Studies, Physics, General Studies

2010-2011 York College, York  
NVQ AAT3- Accounting Technician

### Employment

**Until 2003** Mountain Warehouse and TOG 24, MacArthur Glen – sales adviser

#### **2003-2008: Norwich Union**

Various roles including  
Complaints Handler  
Team Leader  
Project Co-Ordinator  
Trainer

In 2003 I joined Norwich Union as a temp and soon became a permanent Operations Advice Consultant. This is a demanding role requiring extensive ICT skills and the ability to learn quickly. The role involves dealing with many complaints, both verbally and in writing, which requires excellent customer service and a good telephone manner.

As a Consultant I spent much of my time supporting major projects, most of which had business-wide implications. I deputised for my managers when they were unavailable. As such, I dealt with personnel issues in addition to assigning and prioritising work.

I was a specialist in forming new teams to take on new or expanded tasks. This required me to deal with work ranging from staffing such a team to creating training plans. I had responsibility for training newcomers to the company and supporting their development in all areas. I spent more than a year leading a dedicated Helpdesk team.

### **2008-2010: Network Rail**

Train Planner- Network Trains

I moved to Network Rail in Leeds, to work in their East Coast team, planning track access and movements for specialised machinery and equipment. These plans had to work around the regular scheduled timetable and to fit in with the timings required at each worksite. There was a mix of careful, structured planning and last-minute and urgent changes, to ensure effective and safe working. In late 2010 the whole department was relocated to Milton Keynes and many of us were made redundant.

### **2011-September 2017: North Yorkshire Police**

Communications & Crime Recording Officer

This role is a wide-ranging first point of contact for anyone contacting the Force. The most visible part of the role is handling 999 emergency calls, but non-emergency 101 calls are in the majority. Call vary widely but the common thread is that they require an eye for detail and the ability to stay calm under pressure, while accurately recording details for colleagues to pass to officers. I have dealt with situations ranging from low-level anti-social behaviour through to major incidents with multiple casualties. A lot of calls received do not require the attendance of a police officer but need someone who can provide advice and support to people who find themselves in stressful situations.

A secondary aspect of the role is to formally record incidents according to the Home Office Counting Rules. These rules cover all recordable crime in a standard format for reporting to central government. This aspect of the role requires an in-depth knowledge of the rules and the ability to assess an incident to record it appropriately. As incidents can involve multiple crimes, victims and suspects at the same time, this can be a complex function, involving a team effort. In this role, I supervised the processing of data to be submitted to the Home Office.

**November 2017-May 2018: Nisa, University Of York**

Store Supervisor

This role involves supervising all aspects of retail operations, ranging from ordering stock, booking in deliveries, merchandising and promotions through to dealing with personnel issues. Cash handling is a major part of the role, including cashing up after the store has closed. As the store is owned by the University, there are many different departments involved, ranging from the cash office through to HR.

**September 2018-Present: ACM Global Laboratories**

Scanner Operative

This role involves reviewing data and ensuring that it is correct, before scanning it to the electronic archive and making sure that it is prepared for the deep archive correctly. This role is vital to ensure that the organisation maintains readiness for regulatory audits. As part of the role, I am a keyholder and am responsible for ensuring the building is correctly secured.