

Overview

Having worked in the social care sector since 1997, I have experienced a wide range of different environments, both geographically & organisationally. My experience includes youth development, careers advice, homelessness, elder care, sexual violence, disability, mental health & sexual health.

I have an MBA, specialising in Management Consultancy. My dissertation identified the business behaviours & practices that increase the effectiveness of management consultancy interventions within the non-profit sector. Other relevant professional development has included change management, performance management, Hei Timatanga - Māori protocols, strategic planning, evaluation, fundraising & project management.

I have developed & facilitated a wide range of training aimed at the social care & charitable sector. I am accredited to support the effective implementation of The Outcomes Star™, an internationally recognised outcomes measurement & support planning tool. I am also accredited to deliver the Nine Conversations in Leadership™, an intensive change management intervention that works at the levels of knowledge, values & behaviours to achieve holistic, leadership growth & act as a catalyst for long-term organisational development.

Relevant Qualifications / Accreditations

MBA Management Consultancy; Achieved with Merit - University of Wales (July 2014)

Accredited Facilitator; Nine Conversations in Leadership - WorldsView (April 2011)

Accredited Facilitator; Engage to Change - CIH/HL (March 2011)

Accredited Facilitator; Outcomes Star - Triangle Consulting (June 2009)

Key Skills

- Proven successful leadership skills, with a history of achievement & an ability to get things done
- Excellent interpersonal, networking, & communication skills
- A genuine passion for youth & engaging with young people who use services, working in partnership to co-design personalised, user driven responses.
- Highly developed organisational change & business development capabilities
- Effective project manager
- Confident resource management, makes optimum use of resources & finances to achieve business & social outcomes
- Entrepreneurial drive & sound experience of developing & establishing new services
- Skilled & experienced facilitator & presenter

Management Employment History

Self Employed Trainer & Management Consultant

Apr 2013 - Current Day

Butterfly Consultancy & Training (NZ)

As the founder of Butterfly Consultancy & Training I assist organisations' to develop innovative solutions to service delivery & organisational development challenges. I have a particular interest in business development, change management & encouraging effective leadership. I supporting organisations to recognise opportunities to improve & grow, identifying new avenues, embedding good practice, implementing effective processes, developing service user led approaches & operating a positive organisational culture.

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Kirsty Buggins
Curriculum Vitae

Contract roles I have undertaken include a two-month interim CEO role. During this time, I developed the processes & practices required to manage a major new service delivery contract & consulted with staff regarding opportunities to improve the structure & culture of the organisation, as well as undertaking the usual day to day running of the organisation. Another example is developing a Youth Engagement & Leadership Skills development course & toolkit with young adults with intellectual disabilities for a major service provider, facilitating the pilot course & setting up a youth led community leadership group. Most recently, I have been supporting a collaborative project to become a separate charitable trust & entity. Working together with the founding organisations & General Manager, I have undertaken the registration process, developed new policies & procedures & established a communications strategy.

I have facilitated strategic planning processes and I have delivered a wide range of staff, service user & leadership development programmes throughout NZ (plus one opportunity in Fiji), both directly through Butterfly CT & as an associate for Portal, SAMS & the Sexual Abuse Prevention Network. I also have an on-going relationship with PHAB & The Cube - facilitating development opportunities for the staff & young people who are part of these organisations.

As a contracted Evaluation Team Leader for SAMS (Standards & Monitoring Services), I have undertaken over 20 developmental service evaluations. This involves evaluating disability or mental health support providers against their MSD or MoH contracted requirements, consulting with the people who use the services & their families & working with team members who have lived experience of disability or mental health, personally or as a family member. As a result, a report is then written that identifies strengths & offers recommendations or requirements for service improvement.

I have presented at a number of conferences & events including the 2015 Australasian Mental Health Outcomes Information Conference, the 2015 National Post-Secondary Education Disability Network Symposium, the 2014 Portal Practice Improvement Conference, the 2013 NZDSN Conference & FINZ learning & development events.

From Apr 2012 to Dec 2012 I travelled through Central & South America & undertook my PADI Dive Master Certification.

**Self Employed Trainer & Management Consultant
Actualise Solutions (UK)**

Aug 2010 - April 2012

I set up an independent management consultancy service in the UK, with a particular emphasis on the homelessness & housing sectors. I facilitated over 60 days of staff & leadership training for a range of providers. Major consultancy & change management projects I that undertook included supporting the expansion of a homelessness service provider by fundraising £250k for an innovative “No Second Night Out” homelessness project & project managing its development through to opening; undertaking the development of a homelessness pathway for a large local authority, from research through to implementation; & completion of a developmental evaluation & service review of a family mediation service.

**Consultancy & Training Manager
Homeless Link (UK)**

Oct 2008 - Aug 2010

Homeless Link is the national membership organisation for Homeless Agencies in the UK. I was employed to set up & develop Homeless Links new consultancy business & also had responsibility for the recovery of the organisations training business, both with a core goal of income generation under a social enterprise model. I was expected to collaborate with all senior management within the organisation, including the CEO, as well as engaging with the member organisations.

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I achieved a break-even position within year one by successfully tendering for, project managing & leading on a diverse portfolio of consultancy projects. Examples include: the research & development of a city-wide five-year dual diagnosis strategy; research & development of a service personalisation strategy for a large social housing provider; various focussed service user consultations; an intensive organisational review, change management & organisational development package for a homelessness service provider.

Interim CEO
Streetwise (UK)

Oct 2007 - Aug 2008

I held overall responsibility for this innovative charity, reporting directly to the Board. Streetwise provides counselling, youth work, sexual health services & generic advice & guidance to over 6500 young people per year. I was the direct line manager for the management & administrative team & was responsible for a further staff of 24 youth workers, sexual health workers & counsellors.

This role utilised my operational management, business development & change management skills. The organisation had identified a range of challenges it was facing, regarding staff performance, staff well-being, financial acuity & organisational structure. In addition to the day to day management of the organisation, I carried out an organisational review & restructure, dealt with performance issues & rebuilt damaged relationships between management & staff, allowing the permanent CEO to return to a more settled team. I also successfully fundraised & managed finances & resources for the organisation, taking Streetwise from a deficit to surplus position.

Business Development Manager
PSC (New Zealand)

April 2005 - May 2007

PSC is a non-profit organisation with a staff complement of over 1500. The main focus of PSC was the provision of housing, health care & support to older people. In this role I demonstrated a strong analytical approach to problem solving & business development including preparation of business cases to a high standard, risk identification & risk management, providing financial projections & developing implementation plans. I identified unmet needs & highlighted market opportunities, undertaking focused research into potential projects & developing financially viable & operable solutions. I took a project management approach, developing project plans with key milestones & detailed resourcing implications for each project undertaken; ensuring that services are delivered to specification, on time & to budget. I was also responsible for undertaking reviews of individual services, assessing service quality, relevance, viability & sustainability. I was one of a team of managers who worked with external consultants to undertake a full organisational review, developing a range of long term strategic options to be considered by the board.

From July 2004 to April 2005 I travelled through Australia, Asia & New Zealand & undertook various temporary administrative & hospitality roles.

Foyer Education & Learning Manager
Centrepont (UK)

Mar 2003 - Jul 2004

Centrepont provides housing & support to homeless under 25's. My key responsibility was the management of the provision of & development of the education & learning services for the people living within the residential homelessness support hostels. This included the line management of a team of support workers, tutors, careers advisers & guidance workers & the effective management of the education & learning budget. During this time, I also developed an outcomes measurement tool for my team, which was then implemented in all Centrepont services across the UK.

Governance Experience

Trustee

Aug 2013 - Current Day

Wellington Help Foundation

As a trustee of Wellington Help Foundation, I am one of a board of seven individuals who provide effective governance & support to the Manager of the service. This includes setting & monitoring the strategic direction for the organisation & ensuring that it is fit for purpose. Additionally, I consider it an important part of my role to champion the vision & values of the organisation & promote & support the ending of sexual violence within our society.

Trustee

Nov 2005 - May 2007

Wellington Night Shelter (New Zealand)

As a Trustee for the Wellington Night Shelter, I was one of 12 board members. In addition to the usual governance responsibilities, the rebuild of the facility allowed the opportunity to challenge the status quo & suggest a new approach for the service, based on my extensive experience of working within the homelessness sector. I worked together with two other board members to develop the policies, procedures & practice models for more proactive & effective services.

Voluntary Work

Head of Fundraising & Sponsorship Committee

March 2014 - Current

Richter City Roller Derby

In addition to skating for Richter City Roller Derby, I also head up the fundraising & sponsorship committee

Event Management

Feb 2010 - Mar 2012

Smashed Up Soiree

Part of a group of socially minded individuals who held club nights in order to raise money for local charities

Young Core Leaders of Civil Society

Jan - May 2007

Japanese Cabinet Office

Practice sharing & leadership development & exchange programme to improve management & delivery of social service provision in Japan, New Zealand & other participating countries.

Professional Memberships

- Fundraising Institute of New Zealand
- Inclusive NZ

Referees

Contact details are available on request. Please also see my LinkedIn profile & the btrfly.co.nz website for recommendations from previous employers & clients.