
CURRICULUM VITAE

John Turner

Executive Summary

John Turner undertakes interim management, business support and consultancy assignments for Burgh House Limited, of which he is a Director and 50% owner.

He has thirty years experience in providing support to businesses large and small, in the fields of strategic planning, business operations, financial management, information technology management, project management, communications, change management and general management.

From April 2005 to March 2008 he was the Manager and Managing Director for the Bank of St. Helena.

He has worked for many global companies in the UK, USA and across Europe. These included several leading banks, insurance companies and other financial institutions, as well as the consultancy and business support division of what is now PricewaterhouseCoopers. He has also provided management support and business advice to various small and medium-size businesses.

He holds an Honours Degree from the University of Bristol, and was elected as a Fellow of the Institute of Business Consulting in 1993.

Further Information

EXPERIENCE

DIRECTOR, BURGH HOUSE LIMITED - APRIL 2008 TO DATE

Since April 2008 he has worked full-time for Burgh House Limited. As all Burgh House client work is strictly confidential, individual assignments cannot be described here. However the areas of work have included business strategy; business reorganisation; business planning; improving business communication and training.

MANAGER AND MANAGING DIRECTOR OF THE BANK OF ST. HELENA – APRIL 2005 TO MARCH 2008

This engagement was on an interim manager basis, while he was training a local person to take over as permanent Managing Director.

As Manager and Managing Director, he was responsible for advising the Board on the strategic direction of the bank, and was responsible to the Board for the overall efficient running of the organisation. He was also responsible for ensuring that his designated successor would be ready to take over full management of the bank at the end of the contract.

The bank having been formed only a year before, the major parts of this role were:

- Agreeing the vision and strategic direction for the bank;
- Completing the portfolio of product and services to meet this vision;
- Communicating both of these to the bank's customer base; and



- Consolidating the bank's financial performance, operations and procedures.

This involved liaising with bank customers, staff, regulators and other government bodies both local and from the UK, as well as running an active engagement with the media to promote the new bank and its products and services.

His achievements in the role included:

- Agreeing a vision for the bank as the "bank for the people of St. Helena", and a strategic direction that builds the bank into a fully functioning commercial bank providing services to both Saints and inward investors.
- The successful definition and roll out of all the financial products and services that the bank needed to support this vision.
- Promoting high standards of customer care, such that Bank of St. Helena is consistently cited as one of the best organisations for its customer service and quality.
- Improving the bank's financial performance, while keeping the bank comfortably within the prudential limits imposed by regulators. This included achieving over the period:
 - Growth in the bank's lending book by over 300% and in deposits by over 25%;
 - A greater than 10% improvement in the bank's cost/income ratio, bringing the bank from a loss making entity to one that has achieved profits in all three years of his management.
- Successfully training and supporting his successor, such that she has now been able to take over full management of the bank.

PREVIOUS LINE MANAGEMENT ROLES

His previous line management roles included being:

- Business Risk Manager for a major division of a leading European investment bank.
- Head of Practice for a market-leading consultancy firm.
- Head of a medium-sized consultancy's product research and development unit.
- Head of Front Office Systems for a leading bank in London.

PROJECT AND PROGRAMME MANAGEMENT ASSIGNMENTS

His most significant project achievements include:

- Leading many assignments with financial institutions across Europe and the USA in preparing for the commencement of European Monetary Union.
- Leading several assignments with financial institutions across Europe in preparing for the Year 2000, and also managing his employer's internal Business Continuity Planning activities for the same.
- Managing a team defining the business structure for a new joint venture.

He has also undertaken many project management assignments in matters of operational efficiency, and others related to the design, development and installation of computer software packages.

COMMUNICATIONS AND PUBLIC SPEAKING

He has represented his companies many times, including at industry conferences and through features in specialist journals and national newspapers. He is comfortable in formal and informal presentation and also has considerable radio and some TV experience.

MANAGEMENT TRAINING EXPERIENCE



Training of his successor and other staff formed a major part of his work at Bank of St. Helena. He has also recently co-run training courses on St. Helena.

Throughout his many career activities he was responsible for passing on knowledge and skills both to clients and internal staff, either through on-the-job or formal training.

SKILLS

He has a working knowledge of most management activities, and particular skills in Strategic Planning, Business Operations, Financial Management, Information Technology Management, Project Management, Communications, Change Management, Training and General Management.

QUALIFICATIONS

PROFESSIONAL

- Elected Fellow of the Institute of Business Consulting

ACADEMIC

- BSc (Hons) Electronic Engineering, University of Bristol
- 'A' levels in Maths, Physics and Chemistry, and 10 'O' levels.

CAREER HISTORY

2008 – date:	Director, Burgh House Limited
2005 – 2008:	Bank of St. Helena
2002 – 2005:	Own consultancy business
1997 – 2002:	TCA Consulting
1993 – 1997:	Own consultancy business
1985 – 1993:	Deloitte Haskins + Sells / Coopers & Lybrand (now PricewaterhouseCoopers)
1979-1985:	Helix Software Consultants Limited

CONSULTING CLIENTS

For reasons of client confidentiality, client names cannot be disclosed. However, these have included local businesses, parastatals and government departments on St. Helena, and leading commercial organisations and government bodies in the UK, across Europe, the USA and New Zealand.

DOCUMENTATION

He holds a full UK passport with no travel restrictions, and a St. Helena driving licence for classes A and C.

He has been granted a work permit to do consultancy and interim management work on St. Helena from April 2008 for three years.

PERSONAL

Married (to Catherine Turner, Director and co-owner of Burgh House Limited).

Two sons, aged 12 and 9.

Leisure interests include radio broadcasting, music, and organic gardening.

