

# Daniel Britton

Senior Programme & Delivery Manager

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## Profile summary

Senior Programme Manager and Technical Delivery Leader with 20 years across government, SaaS and managed services. Brings the ability to lead complex programmes and technical teams calmly and methodically, keeping multiple workstreams, vendors and stakeholders aligned without losing pace. Empathetic but direct in management style: people perform better under clear expectations and genuine investment, and this approach has consistently turned around teams that were struggling. A strong proponent of Agile, applied in a hybrid fashion where pure methodology rarely fits the reality on the ground. Straightforward and trusted at every level, from daily standups to Director-level escalations, and comfortable taking full ownership of an organisation's most critical deliveries.

## Core competencies

Programme & Project Management | Service Design & Transition | P&L Management | Stakeholder & Vendor Management (100+ vendors) | Agile / Scrum Delivery | Change Management | Risk & Compliance (GDPR, ISO 27001, ITIL) | ITSM | IT Service Management | Portfolio Management | Technical Solution Design | KPI & SLA Optimisation | AI Adoption & Automation

## Experience

### Agilisys Ltd

Jul 2014 – Aug 2025

A leading Cloud, IT and Digital Transformation Service company, delivering digital solutions to Local Government, Health and private sectors. £100m+ revenue, approx. 2000 staff.

### Head of Applications – Agilisys Guernsey

Jan 2024 – Aug 2025

**Highlights:** €3.5m budget | 20 staff | 200+ applications | 100+ vendors | 50+ projects | 30% SLA improvement | 60% reduction in backlog

Key achievements:

- Internally headhunted to unify three previously separate technical teams (SAP/ERP, Dynamics CRM, general applications) for Agilisys's largest account — the States of Guernsey government — covering Health, Police, Revenue and Social Services.
- Rebuilt a demotivated team under active client scrutiny, cutting open backlog by 60% and improving SLA response and resolution times by 30%.
- Led the Applications strand of a formal contract compliance review, presenting clause-by-clause evidence to the client alongside the Commercial Lead and Director — the only business unit to fully evidence compliance.
- Directed a CMDB reconciliation across 200+ applications, consolidating data from Snow, Lansweeper, SharePoint and legacy spreadsheets into a single record; output drove a client-approved, criticality-ranked upgrade plan.
- Authored disaster recovery runbooks for the top 70 priority applications, defining time-to-restore and data loss parameters per system — accepted by the client with residual gaps formally tracked for resolution.
- Resolved an escalated Revenues-to-Benefits API integration dispute by authoring and winning client approval for a targeted ETL diagnostic, isolating root cause under senior political pressure.
- Rescued a stalling Philips PACS healthcare implementation by negotiating additional team resource allocation under formal risk acknowledgement, enabling go-live to proceed.

Head of Support – Agilisys CXM – Professional Services

Mar 2021 – Dec 2023

**Highlights:** Promoted to Managing Consultant Jul 2023 | 9 staff | 10 customers | 40%+ support margin | 30% ticket reduction | 30+ projects into Service

Key achievements:

- Established and led the CXM Support function, transferring in an existing team to become the primary post-go-live point of accountability for Microsoft Dynamics 365 and Drupal platforms across 10 local government customers.
- Promoted to Managing Consultant (Jul 2023); scope expanded to include the QA function following the departure of the Head of QA, adding three engineers to remit.
- Led a £120k, 3-month load testing programme for the government's Enterprise Digital Revenue/Tax platform following nationally reported outages - coordinating 10+ internal teams and third parties, identifying four critical bottlenecks, and overseeing full remediation with zero reoccurrence at the next tax deadline.
- Standardised a service design framework across 10 customer implementations, achieving 90% consistency in RACIs, SLAs and escalation paths; enabled a small team to cover multiple clients while maintaining a support margin above 40%.
- Onboarded North Lanarkshire Council's Dynamics 365 and Drupal platform into BAU support; embedded proactive monitoring that drove 95% SLA resolution compliance from day one.
- Co-designed a DevOps-as-a-Service proposal for the States of Guernsey covering release governance across multi-org delivery — adopted as the client standard for all internal and third-party projects.

**Digital Programme Lead** – Agilisys Digital – Professional Services

**Apr 2019 – Mar 2021**

Product based business developing and delivering transformational B2C Customer centric portal, enabling customer self-service and back-office process automation.

**Highlights:** 2.5m euro revenue / 400k euro EBITDA | managed 10 staff | 20 clients | 5 core vendors | 50+ projects | 2 Major release versions | 300k euro change control | Contract management and re-negotiation.

Key achievements:

- Promoted to lead the entire Agilisys Digital business unit in steady-state wind-down — managing P&L, team, vendor contracts and 10 customer relationships simultaneously while honouring all contractual commitments through end-of-life.
- Tripled operating margin from a forecast 10% to 30% through disciplined cost management, vendor renegotiation, and cancellation of third-party services replaced by an internally built monitoring tool.
- Renegotiated a key supplier Master Reseller Agreement, securing £40k/year in recurring savings, equivalent in P&L impact to winning £400k of new revenue at a 10% margin.
- Exceeded steady-state remit by delivering two unplanned product release candidates to all 10 customers, resolving long-standing production issues and generating £300k in change control revenue.
- Maintained zero staff turnover throughout the wind-down period by sustaining individual development plans and creating meaningful technical work, including scoping and sponsoring the in-house Monitrix monitoring product.

**Programme Manager** – Agilisys Digital – Professional Services

**Jul 2018 – Mar 2019**

**Highlights:** 6 Project Managers | 20 clients | 5 core vendors | 30+ projects | GDPR compliance | 9-month rollout.

Key achievements:

- Promoted internally to lead the programme delivery function, stepping up to manage a team of 6 senior Project Managers who had previously been peers.
- Owned the end-to-end programme plan across all 20 customers, personally attending monthly and quarterly delivery boards as the most senior Agilisys representative on-site.
- Delivered a GDPR-compliant product release to all 20 customers, coordinating across Product, Development and external suppliers, with a clean release and no critical or major defects.

- Enforced delivery standards across the programme including CI/CD pipelines, developer-led unit testing and regression testing, ensuring consistent quality gates across all project workstreams.

**Senior Project Manager** – Agilisys Digital – Professional Services

**Jul 2014 – Jun 2018**

**Highlights:** 4 core vendors | 20 clients | 90+ projects | Risk Management | Single Sign On (SSO) | Cross-functional global teams | Agile | Scrum | Organisation upscaling.

Key achievements:

- Managed delivery of the Agilisys Digital product across a growing client base, using Agile methodology within the Scrum framework. Scaled delivery processes as the portfolio expanded from 5 to 20 local authority customers over four years.
- Took over a failing client implementation mid-project; re-baselined the plan, reset client expectations, and turned delivery status from red to green within 3 months — sustaining green through to completion.
- Held Product Owner responsibility for the SSO integration layer across 20+ B2C web applications; streamlined the integration specification for third-party developers, reducing delivery blockers and cutting dependency on in-house development teams by surfacing configuration to a user interface.
- Managed four external suppliers under Master Reseller Agreements, collaborating with Commercial and Legal teams to refine contract terms based on delivery learnings.

**Texunatech Ltd**

**Feb 2007 – Jul 2014**

Software development and service provider, primarily to UK central government education sector, with a specialism in online data collection and business intelligence solutions. £5m+ revenue, approx. 50 staff.

**Senior Project Manager**

**Feb 2012 – Jul 2014**

**Highlights:** £1.5m+ contracts | Reported to MD | Offshore teams Moscow & Cork | ISO 27001 / 20000 / 9001

Key achievements:

- Managed full lifecycle delivery of complex bespoke software projects with contract values exceeding £1.5m, reporting directly to the Managing Director and serving as the most senior technical representative in client-facing project boards.
- Led delivery of the Department for Education's Secure Access IAM system, a Single Sign-On solution for over 1 million school users. Phase 1 success directly resulting in scope expansion to include further departmental applications and partner agency systems.
- Spearheaded accreditation of Texunatech's management systems across ISO 27001 (information security), ISO 20000 (IT service management) and ISO 9001 (quality management), leading the development and improvement programme end to end.
- Coordinated offshore development in Moscow and a service centre in Cork, managing distributed teams across time zones under PRINCE2 governance combined with Agile development practice.
- Extended remit to lead the internal IT infrastructure team of three System Administrators, overseeing the hosted data centre environment alongside project delivery responsibilities.

**Project Manager / Business Analyst**

**Feb 2007 – Feb 2012**

Key achievements:

- Acted as Lead BA on an OLAP reporting solution for the Training and Development Agency, enabling non-technical government users to interrogate large datasets and slice complex data dimensions, outputs directly informed Central Government education policy decisions.
- Led requirements definition and UAT management for a GIS reporting suite, productising the solution so it could be rapidly deployed across multiple clients with minimal reconfiguration.
- Achieved PRINCE2 Practitioner certification and delivered end-user training programmes for up to 20 participants per session across Further Education establishments nationally.

**Education:**

**University of Exeter, School of Cognitive Science**

Degree: Cognitive Science BSc Hons 2:1

Received 1<sup>st</sup> class for final year dissertation

**Sept 2002 – Jul 2005**

**Professional qualifications / certifications:**

PRINCE2 Project management Practitioner Level certification - 2009

Systems Modelling Techniques – UML - ISEB qualification - 2010

Prompt engineering for Project Managers – PMI - 2025

Lovable - Vibe Coding – L2 Silver - 2026

**Languages:** English (native), Spanish (A2, taking classes)