



Matt Valente

- Deputy Director,
Head of Legal Aid Agency Digital, UK

EDUCATION

- Jul 2020 - MBA with Distinction, Warwick Business School, University of Warwick, Warwickshire, UK
 - Executive MBA is ranked 6th in the world and 1st in the UK; Distance Learning MBA ranked number 1 in the world for the fifth year running (Economist| Financial Times)
 - Electives: Operations Advantage; Strategy and Practice; Modelling and Analytics for Management; and Entrepreneurship and New Venture Creation.
- Apr 2019 - BA (Hons) Business Management and Leadership (2:1), University of Coventry, Warwickshire, UK
 - Modules: Accounting and Finance, Project and Programme Management, Leadership

PROFESSIONAL EMPLOYMENT

- Nov 2019 - Present

Deputy Director, UK Government, London/Edinburgh, UK

Responsible for the delivery of high-profile operational delivery and digital transformation assignments with the Scottish Government, Home Office, and Ministry of Justice.

- Co-ordinated operational and security elements of Scotland's response to HM Queen Elizabeth's death (Operation Unicorn), allowing over 1,000,000 visitors to witness events, including:
 - Applying quantitative thinking and analysis of ambiguous data points to ensure over 300,000 members of public and dignitaries could file pass the coffin in 3 days.
 - Fostered effective relationships with the Royal Household, Ministers, senior defence, and security officials allowing quick response to unexpected and critical incidents.
- Developed and implemented the policy and operating model for the £200m managed quarantine programme during COVID-19, preventing the importation from overseas:
 - Led the procurement and supply chain operation for over 100 facilities and over 50m test kits for approximately 15m international arrivals, ensuring travel returned safely.
 - Mobilised and led the 250 staff required to operate policy and delivery functions based on the forecasted number of travellers arriving from an ever-changing list of countries.

- Led the digital transformation of the Legal Aid Agency – an organisation delivering £3bn payments annually – including optimising the operating model, roles and responsibilities optimisation, governance frameworks, leading to a 16% improvement in operational efficiency.
- Executed the Homes for Ukrainian Refugee Scheme, a scheme allowing over 20,000 refugees to escape the illegal invasion of Russia:
 - Collaborated with local, UK governments, charities, and industry to ensure safe evacuation of 50 vulnerable orphans from Dnipro in initial stages of invasion.
 - Developed innovative police thinking including the use of purposely refitted ships to provide initial welcome accommodation for refugees.
- Jan 2017 - Nov 2019

Operations and Performance Director, London City Airport, London, UK

Promoted within 10 months of initial appointment airport after leading the response to a critical incident at London City. Responsible for Business Transformation programmes, Target Operating Model development, Operations Excellence and Change Management.

- Managed multiple internal and external aerospace stakeholders and regulators, to get the approval and technical certification for the introduction of new aircraft, increasing sector routes by 7%.
- Led the implementation and testing of the £50m remote digital Air Traffic Control tower – a world first at an international airport, allowing growth from 6.5 million passengers annually to over 9 million.
- Reviewed and gained approval for airspace approach changes, working closely with the Civil Aviation Authority, which enabled airline operators to reduce their average fuelling costs by 12%.
- Mapped and improved the customer journey leading to a 38% increase in satisfaction scores and receiving “Best Airport in Europe for Customer Service” award two years in a row.
- Implemented predictive analytics and automated operations planning, leveraging AI and machine learning, leading to reduction of queuing time of passengers by 19% and increase overall flow.
- Jun 2009 - Sep 2017

Royal Air Force, Various Commissioned Officer (Pilot and Operations)

Awarded the Radley Trophy and Glen Trophy for best pilot and best officer in Royal Air Force, respectively; based on skills such as mental capacity, quantitative thinking, leadership, and teamwork.

- Managed the procurement and implementation strategy of the £45m runway renovation project, including the UK’s first EMAS arrestor bed, allowing for larger aircraft to operate, opening the way for a 71% increase in revenue generating private jet movements to 12,000 annually.
- Introduced a new corporate governance framework, a project requiring broad cultural change cross the UK and regions in the Middle East, which led a 7% reduction in safety incidents in the first year.
- Responsibility for stakeholder management of regulatory authorities, including Arabic speaking organisations, such as GCAA; internal management of compliance, policies, and procedures.
- Led the MOD’s defence capability framework team for the £10m upgrade to external underwing fuel tanks to increase tactical air transport range to over 3,000 miles from 2,100.
- Accountable for a £30m aircraft and up to 130 passengers per flight; proven ability to safely resolve emergency situations. Developed ability to work independently and isolated from support during operational tours.
- Aug 2004 – Jun 2009

Police Officer, Greater Manchester Police, Moss Side, Manchester, UK

Senior police officer covering tactical response, emergency response, community safety. Promoted to be the youngest Sergeant in England and Wales, left the police as an Acting Inspector.

- Motivated 200 officers who were completing 20hr shifts during the G20 protests in London during April 2009 resulting in no safety related incidents or injuries to officers.
- Achieved marks in the top 5% of the country for the four Sergeant examinations covering all aspects of English and Welsh criminal law and procedure.

BIOGRAPHY

Experienced leader with a proven track record of utilising data and strategic insights to drive policy development, program coordination, and service delivery in complex and ambiguous international settings. Specialises in performance management, operational efficiency, risk assessment, and the commissioning and interpretation of data and research. Possesses a comprehensive background in policy formulation, programmatic coordination, and the development of high-impact policies and programmes. Demonstrates a strong ability to manage cross-functional teams, multi-stakeholder projects, and to develop robust relationships and communicate effectively at all levels, including with Chief Executives and Cabinet Ministers. Holds an MBA from a top-tier business school and has extensive professional engagements.

Committed to delivering maximum value and real-world impact by ensuring that services and support are based on robust evidence and innovative policy thinking.

Technical skills: Data Analytics, Power BI, Tableau, SharePoint, SQL, APMP

Interests: Triathlon, Rugby Coach, Olympic Weightlifting

CONTACT DETAILS

E: mattvalente85@gmail.com

M: 07854219023

