Barry Fairgrieve

DIRECTOR | PEOPLE, OPERATIONS & BUSINESS SYSTEMS

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PROFILE

People-centred director combining senior operational experience, business ownership and practical systems development. Career spans technology services, telecoms and safety-critical rail, progressing from apprenticeship into team, operations and transformation leadership. Connects customer commitments, commercial judgement and delivery capacity. Develops people, makes responsibility clear and uses technology to improve how work gets done.

CURRENT EXPERIENCE

Head of Projects & Process

The Networking People | 2020–present

Lead customer project delivery, the PMO, process improvement and operational governance. Work directly with the Managing Director and across commercial, engineering and service teams to connect delivery with business performance.

People and capability. Established and grew the PMO from 3 to 10 people. Develop clear ownership, mentoring and progression expectations, with practical support for individual and team performance.

Commercial delivery. Connect resource mix, utilisation, services effort, scope and change control with project performance. Use Projects Day to help teams understand the commercial consequences of delivery decisions.

Operational improvement. Reduced manual workload by more than 50%, released over 170 working days of annual capacity and brought process error rates below 5% through workflow redesign, automation and stronger controls.

Information security and quality. Led and supported five years of BSI audits against ISO 9001 and ISO/IEC 27001, with no nonconformities in the final two years of that period.

Customer delivery. Strengthened handovers, resource forecasts, management information and risk reporting. Supported tender submissions through coordinated mobilisation and delivery planning.

Director

KAB Group Ltd | 2026–present | *Alongside full-time employment*

Set business direction, product priorities and spending boundaries for the company behind CHNGE Life and BARR Life. Combine firsthand service-business experience with practical product development.

Business ownership. Established a local service business that earned modest revenue and closed after fulfilling its original purpose. Developed support for customer onboarding, recurring payment setup, service records and administration.

Products and decisions. Directed CHNGE from a practical need to a live career workspace. Reviewed and accepted CV and cover-letter outputs from CHNGE on 4 October 2026. Lead BARR’s development as a native wellbeing product. Weigh user value, provider cost, security, maintainability and readiness for use when setting priorities.

EARLIER CAREER

Business Improvement Manager

Telent Infrastructure Services | 2019–2020

Led operational improvement across national telecoms and fibre delivery, connecting frontline engineers, business support and IT solution architects.

Operating-model change. Played a central operational role in introducing direct labour in place of subcontractor reliance. Mapped processes, shaped future-state workflows and aligned systems with the new delivery model. Offered a permanent position after completing the fixed-term contract.

Operations Manager

Serco Rail Technical Services | 2018–2019

Managed workshop and high-speed rail test-track operations in a safety-critical environment, leading approximately 25 drivers, shunters and engineers.

People and performance. Restructured duties, roles, contracts and shift patterns to improve productivity, role clarity and service performance. Accountable for workforce deployment and operational delivery, excluding infrastructure-related faults.

Engineering, operational and project leadership

Network Rail | 2003–2018

Progressed from Apprentice to Engineer, Team Leader, Section Manager and Project Manager over a 15-year career.

Operational leadership. Led a Signals and Telecoms function with up to 41 direct reports, accountable for safe delivery, maintenance, resource deployment, compliance and operational performance.

National transformation. As Project Manager and key operational subject-matter expert, helped deliver an approximately £55m government-sponsored programme digitising infrastructure access through e-permits and redesigned processes. Led pilots, rollout planning and frontline engagement for change affecting tens of thousands of users.

Recognition. Received a National Outstanding Leadership Award for leadership impact and contribution.

PEOPLE AND COMMUNITY

Football coaching. Thirteen years of youth football coaching, developing confidence, adapting communication and balancing individual support with team standards. Current Mental Health First Aid training complements workplace mentoring and a considered approach to wellbeing.

Community systems. Built and published the Carnforth fixture-calendar service, connecting official fixture information with team calendar subscriptions and making existing information easier to use.

QUALIFICATIONS AND DEVELOPMENT

PRINCE2 Practitioner | Lean Practitioner | BSI Internal Auditor
Mental Health First Aid — current | Leadership training

METHODS AND SYSTEMS

ISO/IEC 27001 information security management; ISO 9001 quality management; resource and capacity planning; commercial delivery controls; process mapping; Power Automate; low-code and AI-assisted development; Excel and management information.