



Amanda (Sam) Hughes - Director Profile

Sam Hughes left BT in May 2017 after 36 years in a variety of different management roles.

The later 20 years were as a senior manager with an expertise in people, project, programme and change management. During this time, she had experience of designing and managing transformational change, with associated governance and stakeholder management. This work impacted on hundreds of people across a variety of BT businesses. Cost reduction initiatives with associated downsizing were a key part of her role, saving many millions of pounds over the years. She also led initiatives that successfully improved customer experience.

Trained in and successfully uses Accelerated Implementation Methodology (AIM) which focusses on stakeholder management to achieve lasting results quickly.

She has extensive people management experience managing teams of all sizes (4-1000+ people) in both a direct and matrix management arrangement.

Changed the BT model for dealing with displaced employees. Moved from a dispersed model to centralised improving results by 68%.

Other responsibilities held over this period include:

Organisational Development

Resolving grievance and disciplinary cases

Recruitment of both junior and senior managers

Succession planning

People and team development

Development and implementation of strategy

Leading the local community to buy the community pub. This involved setting up a business, designing and implementing a share offer, negotiating price of building, advertising for and appointing licensee, advertising and sales promotion, arranging refurbishment and bringing together the community etc. Now chair of the board to ensure that it runs smoothly and promotes a community ethos.

Parish councillor



Regarding Sam Hughes's linkage to the transfer of knowledge and skills to become a trustee, Sam feels most confident in:

Business

Governance

HR/Organisational Development

Marketing/PR

Her priority strengths linked to the Trustee job description are:

Strategic leadership

Governance and internal control

Development and monitoring against key objectives

Performance reviews and continuous development

Leading or working as part of a committee

Recruitment and selection processes