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School of Government & Society
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Home address can also be included.

Current research

With a successful professional background in researching and developing public policy and strategy for local, national and international government, my current research explores Abu Dhabi's autocratic government's quest for service improvement around customers. The intent is to write up a theory that shows how authoritarian culture and processes fit together with the Western-fashioned concept of customer-centricity to embed a local, autocratic brand of customer-centric government and governance. The study's cross-disciplinary research approach combines neo-institutionalism and sense-making as analytical frameworks and employs QMethodology and Realist Evaluation as methodology.

Education

2010 – 2013 **PhD: "Made in the West, imported to the East – Customer-centricity in non-democratic states"**
School of Government & Society, University of Birmingham, UK
Supervisors: Professor [REDACTED], Dr [REDACTED]

Self-funded and working independently, I manage the project between Abu Dhabi and Birmingham:

- Developing international professional networks and affiliations through presentations to researchers and policy makers, writing book reviews and attending seminars.
- Developing my own methodology including independent learning of the necessary techniques and resources.
- Identifying and recruiting appropriate field workers, taking into account cultural and language issues.

2001 – 2002 **MSc Contemporary Political Sociology**
London School of Economics, UK

1998-2000 **BSc (Hons) International Studies**
Drexel University, USA

1988-1997 **Abitur (Equivalent to A Levels)**
Gutenberg Grammar School, Germany

Teaching experience

- **PTLLS qualification** (Preparing to Teach in the Lifelong Learning Sector), 2012, including teaching a social sciences topic to a mixed group of learners with no background in the subject.
- **Co-teacher** on a Public Management & Administration module for Local Authority professionals at Birmingham University, including development of learning resources and delivery of the module.
- **Volunteer Teacher:** March 2012 to present, at a training institute for learners with behavioural or learning difficulties. Demonstrated a creative approach to teaching a diverse and challenging group.
- Currently providing academic support to a fellow PhD researcher.
- **Tutor:** 2002-2005, one-to-one tuition for two students preparing for German language exams.
- Professional research and policy roles regularly included giving presentations and delivering training modules to diverse audiences.

Professional experience in Research and Public Policy

Jan 2009 – Aug 2011

Strategic Advisor

General Secretariat of the Executive Council, Abu Dhabi

Managed a project to develop a focus on service users/government customers in Abu Dhabi Government's strategy, policy-making and performance assessment of government services.

- Built a research and knowledge base of the issues surrounding customer-centric government services within the particular context of Abu Dhabi.
- Worked across government departments on a variety of projects to make government customers the organizing principle for service design, delivery and scrutiny.
- Advised on research designs and methods, data collection, customer insight and engagement methodologies, performance measurement, and positive outcomes for service users/customers.

Key achievement: This landmark proposal on including the government customer voice in the assessment process was adopted by The Abu Dhabi Award for Excellence in Government Performance.

May 2005 - Dec 2008

Senior Policy Advocate – Public Services

National Consumer Council (NCC), UK

Senior strategic role as researcher and advocate on policies and programmes to deliver the UK Government's public sector reform measures. Working within limited resources and identifying relevant projects:

- Commissioned and project-managed research projects, policy development and implementation strategies to improve public services around the needs of citizens.
- Wrote research reports, policy recommendations, speeches, briefings, peer reviews, select committee evidence, consultation responses and campaigning documents.
- Represented NCC on citizen governance in public, parliament and the media, and on high-level policy bodies, roundtables, task forces, committees and panels.
- Appointed Specialist Panel Advisor on "Transforming Public Services Around Citizens".
- Developed a national framework on citizen governance in public services.

Key achievement: Research and advocacy work successfully influenced legislation in British Parliament to involve citizens in health, social care and housing.

Feb 2004 – Dec 2008

Freelance Researcher

University of Hull, UK, Department for Social Justice

Part of a freelance research team evaluating the performance of government programmes in delivering outcomes for black and minority ethnic groups and disadvantaged communities. Providing holistic 360 degree evaluations involving all stakeholders in a cross-sector range of programmes, analysing data and producing reports.

Jan 2002 – Apr 2005

International Research and Policy Officer

Centre for Economic & Social Inclusion (non-profit think tank), UK

Management of projects promoting social justice and tackling economic disadvantage.

- Worked with a variety of EU countries, Australia and the USA to evaluate government service provision for socially and economically excluded citizens.
- Developed, in partnership with other countries, recommendations for evidence-based social policy improvements - and produced reports to the EU and other international organizations.

Key achievement: Worked with the EU's largest Development Partnership in a review of European Employment Strategy, co-ordinating the project across seven countries.

2000 – 2001

Intern, UNESCO followed by Research Assistant, Africa Educational Trust

Other skills and qualifications

- Certified Project Manager (PRINCE)
- Monitoring & Evaluation Course – World Bank
- Certification Diploma – Balanced Scorecard
- **Languages:** Bilingual English and German. Proficient French

Publications

1. [REDACTED] (2008) 'Putting people into public services - better regulation and inspection', National Consumer Council, London
2. [REDACTED] (2008) 'Engaging people in healthcare regulation - A route map for action', National Consumer Council, London
3. [REDACTED] and [REDACTED] (2007) 'Doesn't the consumer know best?' in David Walker (ed) 'Regulating right', Solace Foundation Imprint, The Guardian, London
4. [REDACTED], [REDACTED] et. al. (2007) 'National Evaluation Report - Sure Start and Black and Minority Ethnic Populations', Department for Children Schools and Families, London
5. [REDACTED], [REDACTED] et.al. (2007) 'Building Capacity in Black and Minority Ethnic Organisations', Council for Ethnic Minority Voluntary Organisations (CEMVO), London
6. [REDACTED], [REDACTED] et al. (2005) 'Examining the inclusion of people with sensory disabilities from black and minority groups in the labour market', Royal National Institute for the Blind, London
7. [REDACTED], [REDACTED] and [REDACTED] (2005) 'An evaluation of newlife', London Action Trust, London
8. [REDACTED] (2004) 'Endeavour Mainstreaming Report', Centre for Economic and Social Inclusion, London
9. [REDACTED] (2004) 'Three Menus –Yet no single recipe! Active Labour Market Policies in the UK, the Netherlands and Denmark' in Working Brief, Issue 157, p.19-21
10. [REDACTED] and [REDACTED] (2004) 'Improving Job Outcomes for Ethnic Minorities' in Working Brief, Issue 154, p.10-13
11. [REDACTED] (2004) 'New Deal for Disabled People' and 'Other Welfare to Work Initiatives' in Somerville, W.and Bateman, N. (ed) The Disability & Carers Handbook p.159-169, p.205-222
12. [REDACTED] (2003) 'What Works With Offenders?' in Working Brief, Issue 148, p.15-19

References

CVs for academic roles will usually include 1-2 academic references and one non-academic/employer reference. Include the referee's name, position (plus relationship to you e.g. Supervisor), work address, telephone and email.