

Curriculum Vitae Christopher Bates

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Career Highlights and Summary

2011 - Current: Chief Commissioner Scouts Australia (SA Branch).

2011:

Seniors Information Service; delivering information to seniors and those who support them to meet their needs.
Preparing and delivering presentations to the Community.

2010:

Centrelink; **Financial Information Officer (FIO)**, Salisbury

- ⤴ Managing FIO network to national quality and service delivery KPI's within budget
- ⤴ Detailed, independent information provision about financial options, available services and budgeting

1992 - 2010:

Scouts Australia; **Branch Commissioner**, various **Project Manager** and **Leadership** roles

- ⤴ Directed World Scout Jamboree international logistics to non-negotiable deadlines and budget.
- ⤴ Managed Jamboree logistics for up to 2000 scouts and leaders within budgets of up to \$200,000.
- ⤴ Managed Young Leader Development Initiative, including training program delivery over 12 months. Delivering Certificate 3 in Leadership and Frontline Business Management.
- ⤴ Managed all aspects of international travel logistics, welfare and care for 100 scouts while overseas
- ⤴ Awarded 'Silver Arrowhead' for excellent service.

2000 - 2009:

Centrelink State and National Offices; **National Emergency Response Team Manager**, **Service Quality Manager**, various **Project Management** and **Leadership** roles

- ⤴ Managed Centrelink policy and payment response to international/national emergencies (eg London Bombing, Equine Influenza) with proactive project/team management (up to 60 staff) to tight deadlines and budgets; received Australia Day medal and national 'Responsive to Government' award
- ⤴ Enhanced government reporting by developing an IT recording and reporting tool adopted nationally
- ⤴ Implemented National 'Getting it Right' service quality and consistency program across 26 SA sites
- ⤴ Developed Quality Assurance best practice, adopted nationally across Centrelink's 400+ sites.
- ⤴ Managed major service delivery enhancement project, delivering significant improvements and cost savings to government payments and grants administration processes; methodology adopted nationally
- ⤴ Managed Customer Service Centre to achieve national and local KPI's and strategic outcomes

2006:

Commonwealth Games Headquarters; **Volunteer Administrator**, managed team transport logistics, resolved team issues, produced daily newsletter, case managed Team Ireland.

1998 – 2000:

Centrelink Edwardstown; **Manager**, all aspects of customer front line service experience

1979 - 1998:

Dept. of Social Security, Berri & Pt Lincoln; **Manager**, all aspects of grants administration

1974 – 1976:

Dept. Social Security; various clerical and administrative roles