TCN SCHEDULE 9.2

KEY PERSONNEL

Key Personnel

KEY ROLE	Name of KEY Personnel	Responsibilities/Authorities	Phase of the project during which they will be a MEMBER OF Key Personnel	MINIMUM PERIOD in Key Role
Managing Director	**Redacted**	Project Board Chair and ultimately responsible for achieving the milestones, ensuring sufficient resources and investment are in place throughout Implementation. Will manage the Board of Directors to oversee the success of the TCN contract throughout Delivery.	**Implementation and Delivery**	A key role throughout the Implementation and Delivery periods.
Operations Director	**Redacted**	Project Board Member throughout Implementation. Responsible for managing the TCN Director and all TCN staff, and ultimately responsible for the success of the contract throughout Delivery.	**Implementation and Delivery**	A key role throughout the Implementation and Delivery periods.
Business Excellence Director	**Redacted**	Project Board Member with ultimate responsibility for the Implementation Project's success, overseeing the Implementation Project Manager throughout.	**Implementation and Delivery**	A key role throughout the Implementation and Delivery periods.

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		Responsible for managing the TCN Head of IT & Security and TCN Security & Incident Team, throughout Delivery.		
Human Resources (HR) Director	**Redacted**	Project Board Member who will oversee the HR Workstream Lead to ensure effective recruitment methods are in place throughout Implementation. Responsible for managing the Head of Human Resources and HR Business Partner throughout delivery	**Implementation and Delivery**	A key role throughout the Implementation and Delivery periods.
Finance Director	**Redacted**	Project Board member who will oversee the Finance, Contracts, and Procurement, and Management Information Workstream Leads throughout implementation. Responsible for managing Finance, Contracts and Procurement Team to manage billing and service credit notes.	**Implementation and Delivery**	A key role throughout the Implementation period.

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Business Development Director (job share)	**Redacted**	Project Board members who will ensure bid commitments are fulfilled and DVSA requirements are met throughout implementation.	**Implementation**	A key role throughout the Implementation period.
DVSA Programme Director	**Redacted**	Operational Delivery Workstream Lead for our implementation Project. Will work alongside all Workstream Leads to ensure implementation elements are operationally sound, and provide a smooth transition to Business as Usual. Overall responsibility for our DVSA contracts as a whole. Driving performance and best practice and working strategically with DVSA to improve the service across the three regions.	**Implementation and Delivery**	A key role from April 2021 (supporting final 4.5 months of implementation), and throughout the Delivery period
Regional TCN Directors (one for each Region)	**Redacted**	Operational Delivery Workstream Team members for our implementation Project. Will report to the Programme Director and work alongside all Workstream Leads to ensure	**Implementation and Delivery**	A key role from June 2021 (supporting final three months of Implementation), and throughout the Delivery period.

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		implementation elements are operationally sound, and provide a smooth transition to Business as Usual in their region. Overall responsibility for the delivery and performance of Reed's regional TCN service (ensuring quality is maintained) and is the single point of contact for DVSA (fulfilling all reporting requirements).		
TCN Head of IT & Security	**Redacted**	Operational Delivery Workstream Team member. Will work alongside our Security & Risk Workstream Lead, and IT Workstream Lead to ensure activities are operationally sound, and provide a smooth transition to Business as Usual. Will oversee Security, Fraud, and IT across the TCN service, managing the TCN Deputy Head of IT & Security. Will also directly manage key	**Implementation and Delivery**	A key role from June 2021 (to support the final three months of Implementation), and throughout the Delivery period.

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		suppliers including: Redacted.		
TCN Deputy Head of IT & Security	**Redacted**	Will support with ensuring the ongoing compliance with DVSA and internal security and fraud processes across our service, deputising to the Head of DVSA IT & Security to ensure coverage across both regions. Will manage the Reed TCN Security & Incident Management Team.	**Delivery**	A key role throughout the Delivery period
TCN Heads of Programme Support (one per region)	**Redacted**	Will manage Reed's Programme Support Team, overseeing scheduling of booking slots and the Help Desk for Non-Standard Accommodation bookings. Will liaise directly with DVSA to respond to scheduling requirements. Both Heads of Programme Support will liaise with Redacted to coordinate scheduling activity for their region. One of the Heads will be responsible for formally managing Redacted.	**Implementation and Delivery**	A key role from June 2021 (to support the final three months of Implementation), and throughout the Delivery period.

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TCN Test Centre Managers	**Redacted**	Will oversee high quality delivery in Test Centres across defined geographies, including managing staff shifts. Line manages Senior Test Centre Associates.	**Delivery**	A key role throughout the Delivery period.
TCN Scheduling Manager (one per Region)	**Redacted**	Owns our Scheduling System, analyses MI, creates Test Centre scheduling profiles (ensuring sufficient test slot availability), and monitors Test Centre volumes, responding to demand.	**Delivery**	A key role throughout the Delivery period.
Associate Director, Implementation	**Redacted**	Project Manager. Will lead the Implementation Project, be DVSA's point of contact, and be accountable to the Implementation Project Board and our Managing Director.	**Implementation**	A key role throughout the Implementation period.
Regional Project Lead	**Redacted**	Regional Project Lead. Reporting into the Project Manager. Will co-ordinate and manage implementation requirements relating to their specific region.	**Implementation**	A key role throughout the Implementation period.

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Project Coordinator	**Redacted**	Project Coordinator. Will report to the Project Manager, coordinating workstream team activity, and monitoring progress/risk, including managing the Risk Register.	**Implementation**	A key role throughout the Implementation period.
Associate Director, Business Development	**Redacted**	Service Design and Delivery Workstream Lead. Will ensure our delivery model is accurately reflected in TCN procedural documents and roll-out.	**Implementation**	A key role throughout the Implementation period.
Head of Property, Reed Group	**Redacted**	Property Workstream Lead. Will oversee all property implementation activity.	**Implementation and Delivery**	A key role throughout the Implementation period.
Head of Infrastructure and Security, Reed Group	**Redacted**	IT Workstream Lead. Will oversee purchase and deployment of all IT hardware and will be the Test Leader for the Model Office and Pilot Offices.	**Implementation**	A key role throughout the Implementation period.

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Innovation & Change Manager	**Redacted**	Scheduling System Workstream Lead. Will manage Scheduling System partner Redacted to meet development, testing, and readiness deadlines.	**Implementation**	A key role throughout the Implementation period.
Head of Human Resources (HR)	**Redacted**	HR & Recruitment Workstream Lead. Will oversee recruitment and manage TUPE transfers (if applicable) throughout Implementation.	**Implementation**	A key role throughout the Implementation period.
Head of Contracts & Procurement	**Redacted**	Contracts & Procurement Workstream Lead. Will manage all TCN contracting, including with Redacted as well as procuring Test Centre items e.g. Redacted, throughout Implementation.	**Implementation**	A key role throughout the Implementation period.
Head of Risk Management	**Redacted**	Security & Risk Workstream Lead. Will ensure quality management and security requirements are met	**Implementation**	A key role throughout the Implementation period.

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		throughout implementation and will hand-over to the TCN Head of IT and Security post service commencement.		
Head of Commercial Accounting	**Redacted**	Finance Workstream Lead. Will oversee all financial aspects of Implementation, including implementing payment processes & evidence Milestone achievement for invoicing	**Implementation**	A key role throughout the Implementation period.
Head of Curriculum and Learning & Development.	**Redacted**	Learning & Development Workstream Lead. Will oversee the design and implementation of our TCN curriculum.	**Implementation**	A key role throughout the Implementation period.
Head of Management Information.	**Redacted**	Management Information Workstream Lead. Will liaise with other Workstream Leads to evidence progress & achievement of the project and its Milestones and embed effective MI mechanisms for use throughout the contract.	**Implementation**	A key role throughout the Implementation period.