

CHRIS MILLEN

MBA, MA, BEng (Hons)

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PROFILE

A professional, intelligent and efficient Chief of Staff with a record of effective operational delivery in multinational environments, stakeholder engagement and agile working methodology. Over 12 years of dedicated Army Service with experience in personnel, budgetary, risk and project management. Able to make decisions under pressure, dynamically adapt to changing situations, and see the bigger picture; an excellent communicator, strategic thinker and creative problem solver.

KEY SKILLS

- Leadership of all aspects of operational teams in demanding and high-tempo environments.
- APMP qualified project manager delivering organisational change and agile working practices.
- Security and intelligence analysis to manage and mitigate operational and strategic risk.
- Strategic personnel management through innovative policies and career management.

CAREER SUMMARY

Chief of Staff (Executive Officer)

2017-present

Department of Personnel, Army Headquarters

Responsible for coordinating a broad portfolio delivering innovative and strategic personnel policy for the Army. Key point of contact between Army Headquarters departments, the Army Board and Ministerial offices requiring effective stakeholder engagement, presentational skills, efficiency while working at pace and creative problem solving.

- Led an internal departmental restructuring project including the implementation of agile methodology. Through analysis of extant outputs, and consultation with key internal stakeholders and external customers, delivered £3m savings in personnel costs and a more responsive, adaptable and dynamic workforce.
- Developed and modernised working practices for the department and coordinated the delivery of a new software system, including the design and implementation of an output-based online structure. Delivered more collaborative and flexible ways of working that reduced the overall staff effort, reduced the demand for physical meetings, and increased the tempo of project delivery.
- Planned and delivered an off-site educational and team building package for 60 departmental staff. Resulted in greater team cohesion, an increase in staff motivation and personal development for all members of the team.

Head of Department (Squadron Leader)

2015-2016

The Royal Tank Regiment

Responsible for every aspect of a 100 strong team to meet the operational and training needs of the Army, including managing over £5m of equipment and associated budget. Ensured training currency both as individuals and collectively, and the leadership, mentoring and welfare provision for all personnel.

- Designed and delivered the deployment of 100 personnel and their equipment on a challenging military tactical exercise. Supervised, reviewed and verified the training to ensure objectives were met, resulting in a unit certified as ready for military operations.
- Generated and published an organisational external engagement strategy, including online communications. Delivered a 50% increase in online metrics and the empowerment of individuals to act as recruitment ambassadors for the organisation.

Senior Personnel Officer (Adjutant)
The Royal Tank Regiment

2013-2015

Personnel officer for an organisation of 600, responsible for career management, discipline, organisational values and standards, and the principle staff officer to the Head of Organisation. A role requiring effective time management, engagement across the organisation, strategic vision and emotional intelligence.

- Coordinated the amalgamation of two large organisations with differing outputs, culture and geographic locations. Delivered a single, culturally cohesive and operationally effective military unit.
- Developed new processes to collate disparate information from multiple sources on personnel's individual readiness for military operations. Delivered a reduction in staff effort and an accurate picture of the organisation's operational effectiveness.
- Coordinated and controlled the tactical activity of over 1000 personnel in high-tempo, austere and rapidly changing environments on military exercises. Resulted in a well-trained, risk-aware and rehearsed organisation that could deliver operational effect.

Security & Intelligence Officer
2nd Royal Tank Regiment

2011-2013

Responsible for physical, digital and personal security, threat analysis, risk mitigation, and operational planning, including a tour of Afghanistan. Additional responsibility for training role-specific skills within the organisation.

- Analysed multiple-source, conflicting and complex information to develop a simple and actionable assessment of threats and risk to the organisation, considerate of the local environment. Delivered risk-informed, pro-active and culturally-sensitive operational plans aligned to strategic requirements.
- Planned, implemented, deployed and delivered a live-firing exercise for a UK front-line tank unit. Resulted in a 30% increase to first time pass rates, delivered within the £1m budget and on time.

Junior Officer
1st & 2nd Royal Tank Regiment

2007-2011

Operational leadership and management of a 30-strong team, including in high-threat and complex multinational environments in Afghanistan.

EDUCATION

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| • Masters in Business Administration (result pending), Northampton University | 2018-present |
| • Masters in Military Studies (result pending), Kings College London | 2016-present |
| • Intermediate Command and Staff Course (Land), Defence Academy of the UK | 2016-2017 |
| • Army Officers Commissioning Course, Royal Military Academy Sandhurst | 2006-2007 |
| • BEng (Hons) in Mechanical Engineering with Medical Engineering, University of Leeds | 2000-2003 |
| • 'A' Level Maths, Physics & Chemistry, Dean Close School, Cheltenham | 1994-1999 |

QUALIFICATIONS & INTERESTS

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| • APM Project Management Qualification | • Level 5 Diploma in Leadership & Management |
| • Agile Project Management Practitioner | • Trauma Risk Management |
| • Security cleared to a high government standard | • Branch Security Officer |
| • Level 7 PGDip in Strategic Leadership & Management | |

HOBBIES AND INTERESTS

- Personal Trainer (Level 3)
- Keen squash player (intermediate) and coach (Level 1)
- SCUBA diving instructor