

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Organisational Key Persons Chart

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Approved by	Scott Ward (CEO)
Policy owner	CEO

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CITY & GUILDS ASSURED ALIGNMENT

Clear lines of accountability and named responsible persons support the governance, safeguarding and quality oversight required for City & Guilds Assured provision, and ensure that learners, staff and partners know who is responsible for each function.

1. Purpose

This chart sets out the organisational structure of Humanise Solutions and identifies the key persons responsible for governance, delivery, quality, safeguarding, data protection and compliance. It supports our accountability framework and ensures clear decision-making and escalation routes.

2. Governance structure

Scott Ward MBA CCMI fCMgr — CEO & Founder; Programme Director

Directors and Heads:

- Emily Ward — Director, Change Management; Data & Impact Officer (from 1 March 2026)
- Serena Kersten MBE — Head of People & Performance
- Mal Brannigan — Fiscal Management

Specialist practice leads:

- Dr Matt Hutt BSc — Workplace Psychology
- Dr Tony Strudwick — High Performance Lead
- Simon Blake OBE CCMI — Executive Coach
- Brendan Purcell OLY — Performance Behaviours
- Helen Roberts — Special Advisor & Executive Coach
- Gabby Marshall — Executive Coach & Athlete Transition
- Dave Bourn — Improvisation Coach
- Sarah Parks — People Development & Neurodiversity
- Mehrdad Sadeghi — ESOL Lead
- Dan Blayney — Lead ESOL Programme Designer

Young Adult & Leadership Development team:

- Elliot Ward — Team Lead, Young Adult & Leadership Development
- Luke Paterson, Kim Taylor, Jeffrey Manso, Kristin McIlquham, Angela Gault, Victoria English, Paul Elias, Washington Ali, Bilal Pilgrim, Faye Hawks — Young Adult & Leadership Development

3. Key persons and responsibilities

Name	Role	Key responsibilities
Scott Ward MBA CCMi fCMgr	CEO & Founder; Programme Director; Designated Safeguarding Lead (DSL); Data Protection / approvals	Strategic and programme leadership; accountability for compliance, quality assurance, safeguarding and content sign-off.
Emily Ward	Director, Change Management; Data & Impact Officer (from 1 March 2026)	Organisational change and improvement rollout; MI quality, data governance and reporting accuracy.
Serena Kersten MBE	Head of People & Performance	Delivery quality, teaching observations, people development and recruitment.
Mal Brannigan	Fiscal Management	Financial management, funding and compliance.
Sarah Parks	People Development & Neurodiversity	Inclusion, neurodiversity support and access arrangements.
Mehrdad Sadeghi / Dan Blayney	ESOL Lead / Lead ESOL Programme Designer	ESOL curriculum design, delivery and quality.
Elliot Ward	Team Lead, Young Adult & Leadership Development	Leadership of the YA&L delivery team and learner outcomes.

4. Key escalation routes

- Safeguarding concerns → Designated Safeguarding Lead (Scott Ward), and external agencies where required.
- Data protection / GDPR matters → Data Protection Officer, supported by the Data & Impact Officer (Emily Ward).
- Quality concerns → Quality Assurance Lead and the Programme Director.
- Appeals and complaints → Programme Director (Scott Ward), with independent review by a Director or the Executive Leadership Team.
- Whistleblowing or serious concerns → Executive Leadership Team.

5. Deputy arrangements, contact and review

Deputy arrangements are in place so that key functions, including safeguarding, are covered in the absence of the named lead. Contact: humanisesolutions.com · contact@humanisesolutions.com · +44 1926 754 164. This chart is reviewed annually, or sooner following any structural change, and is held under version control.