

cfps associate programme  
**Laura Murphy – CV**

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*Key information*

Key skills or areas of expertise

Organisational Development  
Strategic Visioning  
Overview & Scrutiny  
Leadership  
Partnership working and community engagement  
Mentoring

*Experience and background*

Relevant professional / academic qualifications

MBA  
Qualified trainer  
Member Chartered Management Institute  
Member Association of Business Psychologists  
Master Practitioner Neuro Linguistics

Employment / professional history (most recent first)

Laura was an elected member for 12 years, an O&S Chair for 2 years and Group Leader for 3 years. Whilst a member she was one of the driving forces behind an award winning LSP and her work on O&S was quoted by CfPS as an example of best practice. Since ceasing to be an elected member in May 2006, Laura has continued to be involved at a regional and national level so remains aware of the drivers within the political arena and the impact of government on public sector bodies.

For seven years Laura has worked as an Associate for IDeA, LGA, Audit Commission, SOLACE and LCLG covering areas such as Corporate Improvement, Capacity Building, Partnership Working, CPA, Peer Reviews and Officer/Member Development. She has worked with Town, District, Borough, Metropolitan and City Councils. Although no longer a member, Laura continues to be commissioned to undertake such work. She has also undertaken commissions for the charitable and private sectors around organisational development, partnership working, community engagement, strategic visioning and customer care.

Laura has over 20 years experience within the health and social care sector, education and employment acting mainly as a trouble shooter and working with teams to support change and improving services.

Six years ago Laura set up her own business mtc<sup>2</sup> ([www.mtc2.co.uk](http://www.mtc2.co.uk)) specialising in OD, Strategic Visioning and Executive Mentoring. She developed a unique customer care model, The 21<sup>st</sup> Century Customer Experience™

Laura continues to be involved in the voluntary sector being a Trustee of a County-wide health charity and contributed to the Darzi review of Health. She is also a volunteer reader for Talking Newspapers.

Laura provides a flexible, dynamic, professional service and will travel throughout the regions.

#### Recent work undertaken

Name of Organisation: Worcester City Council Brief description of work undertaken: Evaluation of county-wide shared services proposals and development of investigation framework for OSC
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Name of Organisation: Rochford District Council Brief Description of work undertaken: Workshop to consider how powerful scrutiny can influence public sector provision
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Name of organisation: Surrey County Council Brief description of work undertaken: Evaluation of OSC, designing and facilitating training sessions on scrutiny for members
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Name of organisation: Newcastle-under-Lyme Brief description of work undertaken: Evaluation of OSC arrangements
Name of organisation: IDeA Brief description of work undertaken: Co-author OSC guidelines for scrutiny of self-evaluation
Name of organisation: East of England Regional Assembly Brief description of work undertaken: Evaluation of region-wide LSP support programme
Name of organisation: East Midlands LGA Brief description of work undertaken: Seminar on scrutiny and LAA/CAA