

# Nicholas Williams

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I am a confident, dedicated ex army professional with a passion for everything I do. I have developed strong leadership skills in management operations and I have also worked in a variety of Training, Education and Consultancy roles in the Military, Security and Construction Industry. I am a motivated and passionate individual who likes to set themselves goals and always wanting to progress. I have good time management, man management and people skills and work well in a team as well as an individual.

Willing to relocate: Anywhere

## Personal Details

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**Eligible to work in the UK:** Yes

## Work Experience

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### **Training Project Officer**

Elmhurst Energy Services Limited-Lutterworth

August 2025 to Present

I currently oversee all Training Projects for Elmhurst Energy Services ranging from sourcing different funding streams and acquiring relevant accreditations for the Energy and Green Skills sector. I also do the bid writing for tenders, DPS and FPS. I liaise with various different Companies, Councils, Training Providers and Government Organisations and network and build rapport with and build a working relationship with them.

I do the learner onboarding ensuring all relevant learner documents and payments have been received, send out all joining instructions for the relevant courses. I also liaise with Trainers to make sure they have everything in place to deliver the relevant course.

### **Supporter Liaison Officer**

Birmingham City Football Club-Birmingham, West Midlands

July 2025 to Present

It is my job to be the face of the club and to be that link between both home and away supporters and the club as a whole ensuring that they have a memorable experience.

I also report any feedback that I have received from fans or staff which could be anything from issues with tickets to any health and safety issues and everything in between.

I also work closely with other areas of the club but not restricted to:

- Safeguarding
- Stewarding/Security
- Emergency Services
- Kiosks/Concessions
- Social Media
- Operations

### **Self Employed Security Manager and SIA Trainer**

Self employed-United Kingdom

April 2021 to May 2025

I decided to go Self Employed and to work as a Security Manager on various contracts such as running Residential Security Teams for ECB (England Cricket Board) looking after various International teams such as England, New Zealand and Pakistan just to name a few. It was my job to make sure that all Security Officers were in the right positions throughout the shift and to investigate any reports of security breaches or complaints from members of the general public. It was also my job to liaise with the Head of Security for the ECB and also TSO's (Team Security Officers) for each team. I am also a qualified security trainer and I am qualified to deliver a Security Guarding Course and a Door Supervisor Course, I am also qualified to deliver Physical Intervention, Conflict Management and also Handcuff and Restraint. I am also working toward my IQA Level 4. I have taken various sized courses ranging from 10 up to 50 people from all walks of life.

## **Operations and Engagement Officer**

British Forces Resettlement Service-Nuneaton

January 2025 to April 2025

It is my job to engage with Service Leavers, Veterans, Companies, Training providers and the wider Armed Forces Community. I also plan and prepare Career events for serving and former serving personnel and there family members from liaising with venue personnel, planning and laying out stations for each of the exhibitors and for food and refreshment areas and to ensure smooth running of the entire event.

I also liaise with exiting clients and ensure we are providing an excellence service for them and also networking with new and potential clients to help expand our job/client pool to ensure continuous growth within the organization.

I also help deal with enquiries ranging from people enquiring about vacancies or courses available, upcoming career events and any other general enquiries.

I also provide guidance and support to everyone associated and affiliated with BFRS and the wider Armed Forces Community.

## **People Operations Supervisor**

CBS Arena-Coventry

September 2024 to April 2025

I currently oversee the Operations for CBS Arena looking after staffing, rostering, recruitment, onboarding, training and development, payroll and HR. I oversee Hospitality, Retail & Concessions, Conference & Events and Logistics for all Matchdays as Coventry City FC play there home games at the CBS Arena and I have also been lucky enough to be a part of the Lionesses game against South Africa. I also oversee the Operations for Events and Exhibitions from Boots to Asda to Fraser Group. I also ensure the smooth running of Music concerts to Comedy shows.

## **Military Training Instructor**

Learning Curve Group-Birmingham

June 2023 to November 2023

I worked as a Military Training Instructor at the Military Preparation College for Training in Birmingham. I trained and taught Level 2 Uniformed Public Services and also taught PT lessons ranging from Swimming, Circuit Training to Battle PT 4 times a week. I taught the recruits Military skills ranging from Field Craft, Drill and Military Knowledge. I also helped the Recruits with there Functional

Skills (Maths and English). I also assessed and marked all Units for Level 2 Uniformed Public Services and provided feedback and guidance to the Recruits.

## **Stewarding Contracts Coordinator**

Birmingham Commonwealth Games 2022-Birmingham

May 2022 to October 2022

I am the coordinator for all aspects of Stewarding for the Commonwealth Games

2022 in Birmingham across all 16 Venues. It is my responsibility to liaise with all Stewarding Contractors to ensure that all staffing numbers, accreditations, Contracts, Recruitment processes are all in place and to ensure that all Screening and Vetting is being adhered to. I also liaise with other Departments within the Organising Committee to ensure that all processes and policies and procedures are in place and being adhered to. I also maintain the records of all staff provided to us from our Contractors and

ensure that the hours on our records match up and are up to date with the other Departments within the Organizing Committee.

### **Operations Coordinator**

UniGuard Security-Birmingham

November 2020 to April 2021

It is my job to look after the various sites where we have Security Officers deployed. This can range from COVID Vaccination and Testing sites , to retail to close protection. I create and maintain the rotas for each site. I deploy the most suitable officers to that site. I deal with any issues should they arise on the sites i.e complaints, incidents and also liaising with Police. I also created an application and induction process for all new starters. I also go out to new sites and fill out all new site instructions and risk assessments. I also liaise with clients, potential clients and sub contractors and try and resolve any issues they

may have.

### **Group Operations Assistant**

Vivalda Limited-Birmingham

August 2020 to October 2020

- My job is to deal with all facilities and maintenance issues throughout the group (13 branches in 9 locations).
- Deal with and procure new contractors for various roles throughout the group i.e grounds maintenance, cleaning contracts, building maintenance etc.
- Raising PO's on SAGE for various contracts and purchases i.e stationary for the group.
- Dealing with and managing contractors and suppliers on various projects.

### **Contracts Manager**

Bromoco International-Birmingham

February 2020 to July 2020

My job is to liaise with clients before, during and after the job. Also complete surveys of upcoming jobs and complete final quotes to be passed onto the client I complete job specifications for the approved applicators so they know exactly what areas are to be applicationed on each job. It is also my job to organise the delivery of all tools and materials to each job and make sure the right amount are delivered to the intended job and to make sure they arrive on time. I also liaise with the approved applicators throughout each job to make sure there are no issues or problems and if any do arise it is my job to get them rectified ASAP.

### **Team Leader**

XDP Express-Birmingham

August 2019 to January 2020

I worked as a team leader looking after a warehouse of around 20-25 people who do the scanning, sorting, wrapping and banding. My job is to make sure the parcels go onto the right pallets or if the need to be moved to one of the other bays within the warehouse or to another warehouse. I deal with the forklift drivers getting them to move the pallets to the correct holding bays and to compact the sorting line when possible. I also manage my teams breaks and if there are any issues that need addressing.

### **Operations Executive**

WA Wootton & Sons-Birmingham

October 2012 to July 2019

- Family run window cleaning business.
- Dealt with all kinds of procurement.
- Survey and quote individual jobs.
- Stock control and dealing with suppliers.
- Staff inductions.

- Logistics admin.
- All other aspects of admin.
- Coordinating with cleaners.
- Dealing with all staff paperwork.
- When staff numbers were low due to illness, holiday etc I would go out and clean windows.

## **British Army**

UK Ministry of Defence

November 2006 to March 2019

Role and Responsibilities- I started my training in 2006 I trained as a Infantryman where I learnt not only how to work as a team but also as an individual for example to go from working as a platoon of men (30 men) down to a section (9 men). I then trained as a Signaller with the Queens Royal Hussars and worked on Challenger 2 main battle tanks with a team of 4 men. My job was to drive and maintain the Challenger 2 main battle tank also to communicate with other tanks and other sections when I was dismounted from the tank. I also trained and operated on various different vehicles in various operational theatres and conducted training exercises across the world.

## Skills

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- Time management
- Organisational skills
- Computer skills
- Management
- Supervising experience
- Microsoft Word
- Leadership
- Security
- Customer service
- Report writing
- Microsoft Office
- Communication skills
- Microsoft Excel
- Loss prevention
- Surveillance
- Computer literacy
- Microsoft Outlook

## **Military Service**

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**Branch: Royal Armoured Corps**

Service Country: United Kingdom

Rank: Trooper

November 2006 to March 2019

## Certifications and Licenses

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### **Qualifications**

Present

Mental Health First Aider  
Emergency First Aid at Work  
Level 3 Exercise and Mental Health  
Understanding and Managing Risk  
Workplace Learning with Coaching and Mentoring  
Royal Armoured Corps Signaller  
APLH (Personal License)  
Rail Engineering Level 2 City & Guild  
Playmaker by England Football Qualification  
The FA Talent Identification Level 1  
The FA Safeguarding for All  
The FA Safeguarding for Committee Members  
The FA Concussion Grassroots Guidelines  
The FA Sudden Cardiac Arrest  
The FA Medical Emergency Action Plan  
Level 7 Diploma in Project Management  
Level 7 Diploma in Security Management  
Level 3 Delivering Physical Intervention  
Level 3 Delivering Conflict Management  
Control and Restraint  
ACT Action Counters Terrorism