



Consultant Profile

Trusted advisor to small to medium business and non-profit managers

John brings more than four decades of business and management experience into his conversations with managers. Prior to embarking upon his journey as a consultant John gained experience and insights in management, financial management, operations, marketing, sales and human resources in the printing, photographic, horticultural, telecommunications and software sectors. In the past John has managed a small printing business, a hydroponic horticulture operation and been assistant manager for a commercial laundry.

John's journey as a consultant began around 1999, advising small business operators. By 2003 John had begun to focus on working with management teams in the non-profit sectors including in hospitals, aged care, community organisations, while also continuing to work with small business operators when the opportunity presented itself.

John has extensive experience as a manager, consultant, management coach and mentor to CEO's. From 2006-09 John was Executive Officer for Community Southwest, alliance of non-profit agencies and during 2017/18 John was Operations Manager and acting CEO within an Aboriginal Health Care organisation.

As a small business operator John fully understands, and experiences daily, the trials and tribulations of operating a business. In addition to operating his consultancy, John also operates an e-commerce store and an online community for artists.

John brings more than 20 years knowledge and experience of the unique environment and issues faced by non-profit management teams. Over the past two decades John has been involved in guiding boards, mentoring senior executives, guiding recruitment of senior managers, coaching managers, delivery of front-line management professional development programs and overseeing digital projects. John has successfully guided organisations through program review processes, fundraising projects, feasibility studies, business planning and strategic planning.

John demonstrates superior relationship and stakeholder engagement skills and experience in public speaking, facilitation and board presentations. He has well developed competencies for building trusted relationships, founded upon confidentiality and accountability. John's background in project management ensures he has the experience to bring projects in on time and on budget.

John has honed his knowledge based through experience and formal education. He has worked at the coal face, where he has had to work through the issues faced daily by non-profit managers. John does not base his advice on theory; rather on a combination of his own experiences, the collective wisdom of hundreds of people he has worked with and constant, continuous learning from the experiences of a global network of contacts.

John Coxon & Associates

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John is a balanced individual with interests in many areas. In addition to his business interests John has experience as an artist and as an art event manager. John has extensive experience of the emerging digital environment, having working experience with digital tools, website development, online communities and e-commerce.

As a consultant John is first and foremost a mentor and management coach. John has a suite of diagnostic tools designed to identify gaps in capacity and capabilities. These provide evidence of the need for change and enable management teams to prioritise future actions. When combined with John's mentoring and coaching skills your managers are empowered to be the best they can be.

Professional Expertise

- Governance
- Executive Management
- Stakeholder Engagement
- Project Management
- Cultural Safety
- Coaching and Mentoring
- Consulting and Advising
- Operational Management
- Digital Environments
- Business Development & Marketing
- Systems, Processes and Planning

Education

- Diploma Business Studies, Massey University
- Studies into Quality Management, Massey University
- Studies into Business Psychology, Massey University
- Cultural Safety, Victorian Aboriginal Community Controlled Healthcare Organisation

Achievements

- Successfully implemented a strategy and business plan to form and lead Community South West Ltd, an alliance of non-profit organisations between 2016 – 19. Outcomes included development and implementation of a group purchasing process that successfully saved members between 10% and 20% of their operational expenses and organisation of a conference for non-profit organisations attracting an international panel of guest speakers and more than 700 attendees over two days.
- Developed and facilitated a frontline management program for non-profit managers between 2009 – 12, with additional modules in leadership and project management.
- Was a registered mentor with the Ministry of Social Development, NZ from 2014-16 and successfully worked with ten non-profit organisations to guide them through a capacity building process.

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- Was Operations Manager and acting CEO for an Aboriginal Health Care Cooperative during 2017 and 2018, being successful with guiding best practice workplace reporting processes, compliance and accreditation, budgeting, salary review and funding processes, guided planning for renovation and relocation, stakeholder engagement and communication and development of a trainee program.
- Guided the board and management of the NZ Alcohol Drug Helpline through a number of strategic initiatives, including mentoring, coaching, recruitment, development of a new helpline website and ultimately guiding a merger with another service and a redundancy process.
- Worked with Terang & Mortlake Health Service from 2002 – 2013 guiding management development through mentoring, coaching and professional development.
- Worked with Abbeyfield Australia, Abbeyfield Mortlake and Abbeyfield Timboon between 2003 and 2012 guiding boards and management through strategic reviews, guiding management with mentoring and coaching, reviewing programs, guiding fundraising, strategic and business planning and providing staff with professional development.
- Between 2009 – 2012 provided advice to the board and management of Community Connections Ltd, undertook a review of their social enterprise programs and established an employee assistance process during a period of restructuring.
- Guided the board of Coinda Disability through a recruitment process for two CEO's, provided ongoing mentoring, coaching, mediation and professional development between 2008 – 2013
- Instrumental in the establishment of the NZ Jade Artist Society, served on their committee of management, oversaw development of their digital footprint and was co-organiser of the NZ Jade Artist Awards and exhibition in 2014 and 2016.

The above list represents only a portion of consulting projects John has been retained for over the past two decades. As a mentor he has worked with 10 CEO's and as a management coach he has worked with 382 managers.

Prior to becoming involved with the non-profit sector John gained extensive experience in business development, management, marketing, sales and daily operations of businesses in the printing, photographic and horticultural sectors.

Further insights into John's activities, knowledge and experience may be viewed at –

www.johncoxon.com.au

john_coxon on LinkedIn

john_coxon on Twitter

Johncoxon_mentor_coach on Instagram #BeYouBeYourBest

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