

Guest Speaker Biographies



Francesca Martinez (Keynote speaker) **Comedian, Speaker, Actress and Writer**

Francesca is a wobbly* comedian, writer, and speaker who has toured internationally with sell-out runs at The Melbourne Comedy Festival, The Edinburgh Festival Fringe, and the Just For Laughs Festival in Montreal. She launched her comedy career in 2000 beating a thousand UK comedians including Mathew Horne and Jimmy Carr, to become the only woman to win the Open Mic Award.

A regular commentator on TV and radio, Francesca delivers motivational and after dinner speeches across the globe – in 2005 she was nominated for the ‘Motivator of the Year’ Award along with Sir Bob Geldof.

* Oh yeah, she has mild cerebral palsy but she much prefers the word ‘wobbly’.

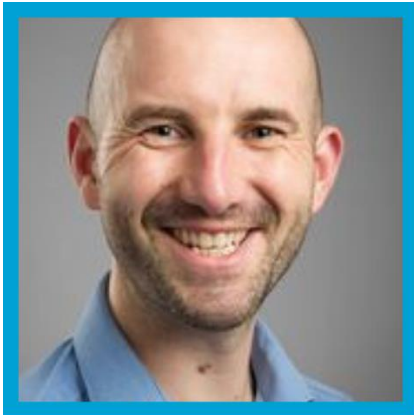


Steve Stockley (Member speaker) **Helpline Manager at Fosterline**

Steve has been manager of Fosterline (the national fostering advice and support service) since 2013. The service is run on behalf of the Department of Education for all current and prospective foster carers in England.

Steve is a foster carer and adopter himself and is passionate in promoting the best possible outcomes for children and young people within the care system.

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Tom Watson
NAVCA

Tom is Business and Communications lead at the National Association for Voluntary and Community Action (NAVCA). NAVCA members support local charities, social enterprises and voluntary organisations to be better and do more good. NAVCA brings organisations and communities from across England together, to act as one. With a background in science and education, Tom has over 10 years' experience within social good organisations. He is a trustee for two charities and a founding director of a social enterprise tackling fuel poverty and social isolation. He regularly writes, speaks, facilitates and designs training on topics including collaborative practice, organisational purpose, health and education. He is passionate about all things digital and developing people and organisations.



Simon Stewart
Samaritans

Simon is working on the development of Samaritans online chat service and positioning this alongside other services in a way that makes sense for service users. He has previously worked in business change, digital product development and as a trainer and volunteer for Oxford Nightline. He is an advocate of user-centred, evidence-led approaches to service design and lean/agile approaches to development and delivery. He is one of those people who almost exclusively writes on post-it notes and is still in process of coming to terms with that fact.



Dr Simon Davey
Omega Alpha Limited

Dr Simon Davey works with individuals and organisations to overcome challenges, do things better and do better things. He focuses on digital, data and change and their application to transform the capabilities of organisations, staff and volunteers and enhance the outcomes for their beneficiaries. Simon has been working with charities since 2000, is a guest lecturer at Cass Business School's Centre for Charity Effectiveness and an Independent Commissioner with the Direct Marketing Commission. His recent work has focused on transformation in the legal advice sector and identifying AI opportunities to improve access to justice.

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Shaun Delaney

Volunteering Development Manager at NCVO

Shaun oversees strategy for the development of volunteering and volunteer management good practice at NCVO. He joined NCVO following five years as head of volunteering at Samaritans, leading the involvement of 20,000 volunteers across the UK and Republic of Ireland. Before that he was with Volunteer Centre Greenwich supporting 300+ members organising to involve volunteers. He also worked on Olympic/Paralympic related programmes including Team London Ambassadors. He is currently a trustee and treasurer of Greater London Volunteering.



Mega Arumugam

Trainer & Assessor at Helplines Partnership

Mega has worked for over 10 years in the voluntary sector, namely within the domestic and sexual violence and abuse field and also has experience in volunteer management. She has managed, developed and led the specialist domestic and sexual violence helpline and crisis intervention teams. Mega is a professional and accredited trainer, specialising in designing and delivering domestic and sexual abuse, stalking and harassment, honour-based violence and child sexual exploitation training. She is also a telephone befriending volunteer for a national organisation supporting Parents Against Child Exploitation (PACE). In her current role as Trainer and Assessor for Helplines Partnership, Mega is using her experience within the helpline and voluntary sector to support helpline services in development, training and achieving the Helplines Standard accreditation.

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Rachael Wyartt

Head of Service Delivery at Helplines Partnership

Rachael has worked in the voluntary and statutory sector since 2000. She started her career in Australia working in children's homes in Melbourne in her gap year. On returning to the UK Rachael worked for Action for Children (AFC) working in the Leaving Care team in Lowestoft. Rachael then worked for GFS Platform as their Sexual Health Coordinator. This involved setting up a volunteer programme, delivering SRE in both formal and informal settings and opening school based health clinics. Whilst working at both AFC and GFS Platform, Rachael was involved in the set-up and running of a local charity in Suffolk for young people. Rachael then moved to London to manage Brook's national helpline Ask Brook, which she did for five years.



Dan Q

Technical Director of Three Rings

Dan Q's first decade of helpline volunteering experience helped shape the growth of Three Rings, the rota and volunteer management system that he invented. But he soon discovered quite how distinct and unique every helpline is and it was this discovery that inspired him and his team to develop Three Rings into the versatile and multifunctional tool it is today.

When he's not volunteering with Three Rings or elsewhere Dan divides his attention between web application development, security consultancy, performing magic, and using military satellite networks to hunt for lost tupperware in the woods. He can usually be found in Oxford in pursuit of two exhausting children.