

Nigel James

Operations / Strategic Director, Nationwide Locum Services / United Medical Recruitment

“The course was informative, interactive and passionately presented”



Nigel completed the Diploma in Company Direction in April 2007. He has been with the company for 10 years and is based in Swansea. Working in a sector that has high demands of constant change, Nigel has played a major part in the company’s success and expansion in recent years ensuring they have become a leading recruitment company in their field.

• How did you get to the position you are in?

Having joined the company in 1997 with a staff of 3, I was promoted to Business Manager within a year. At that time the company dealt with the recruitment of medical staff in the field of psychiatry. In 1999, Nationwide Locum Services was formed and with it came a change in direction into the general medical recruitment market. At that stage I was offered a directorship of the company. 2001 brought a merger of the companies under my direction with us now having offices in Swansea, Bristol, Torquay and Belfast. I was appointed to the main group board in 2005 overseeing all doctor activities for Nationwide Locum Services, United Medical Recruitment and Pioneer Recruitment.

• How did you identify the course was the right one for you?

I wanted to attain a recognised qualification that provided both a benchmark and a level of professional expertise. I recognised my skills gaps,

researched courses on line and spoke to other directors to find out what was available. I was a member of the IOD Young Directors and knew I wanted to aim for Chartered Director status. Initially I was concerned that the course would be too academic, but when I saw the course content and that the modules have a strong bearing on the working environment I decided this was the most appropriate course for me.

• What were the main points that attracted you to the programme?

The content of the course fitted with my skills gaps particularly the Role of the Company Director & the Board and the Director and the Law module. Taking on the role of Director was a huge opportunity, but I didn’t realise all of the implications and responsibilities that go with it. This course gave me the opportunity to discuss any concerns with my peers and to gain an understanding of what my responsibilities were.

• How did you find the e-learning aspects of the course?

Excellent. The extra flexibility helped me study at a time convenient to me whilst still fitting in around my home life and work commitments. It was particularly helpful when I was studying for the exams. The content of the e-learning modules refreshed my memory on aspects of the course that I hadn’t had to use yet and fully prepared me for the exam.

• Were the time scales flexible enough to fit in around your work and home life?

As an Operational Director it is always extremely difficult to fit any learning and self development into my work commitments, but the programme offered so many benefits that it was worth the struggle to juggle it. The most difficult element was sitting the exam so long after the taught sessions of some of the modules but the e-learning provision and the formation of study groups resolved the issue.

• What were the main points of the programme that you found helpful?

Learning and understanding the legal aspects of being a director and gaining an increased understanding of business finance. The People Mean Business module was particularly relevant and interesting in identifying the skills sets and dynamics in various teams and enabled me to employ effective strategies to gain the most productivity. At a higher level, Leading Strategic Change discussed change drivers and how to deal with different personalities in the boardroom.

• Did the delivery style of the tutors suit your style of learning?

On the whole yes. Most of the sessions were interactive and informative. Discussion of issues with peers played a big part of the session and the tutors encouraged this which I enjoyed. I feel I benefited from the consistency of learning with the same group throughout the course and I have formed strong relationships with my peers.

• Was the course gauged at the correct level?

I believe so although the group would have benefited from further feedback on exam results which would promote continued learning. The tutors related to the students as they had been in or were still in director roles and understood our positions.

• How have you implemented your learning into the organisation?

The People Mean Business module encouraged me to look at the team make up and implement necessary changes. I have utilised much of the learning in the interaction with managers and board members. I have found the legal and practical advice invaluable.

• Having attended, what were the personal benefits to you?

Attending the programme has increased both my knowledge and confidence. Being in a room of directors can be quite intimidating and being listened to and have my opinion valued was an excellent confidence boost. The programme has given me credibility and confidence in my knowledge. There was a good mix of people attending from different sectors and industries and of varying experiences which ensured that we shared best practice and differing view points. I now have a qualification and knowledge that will stand me in good stead for any future career opportunities that may arise.

For further details on our IoD courses contact UGCS on:

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