

To Whom It May Concern

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Dear Sir/Madam,

Reference for Marilyn Smyth

I have known Marilyn in my capacity as Head of Human Resources in the Education Department of the London Borough of Waltham Forest (also the private outsourced provider EduAction) and in my role in London Borough of Southwark.

Marilyn began her employment with LB Waltham Forest in July 1996 as the Manager of the Education Centre. In 2001, Marilyn was promoted to Business Manager. I left the company at that time and went back to Waltham Forest, and although I wasn't then managing her, I know that the work she did was commended and was of a very high quality. I am also aware that Marilyn became Head of Organisational Development, developing and implementing strategies, policies and procedures that were adopted throughout the company. She successfully prepared and led the company to the achievement of Investors in People.

My next involvement with Marilyn was when I joined London Borough of Southwark in September 2004. Marilyn had undertaken a comprehensive Training Needs Analysis Exercise, just prior to my arrival. This was then developed into a full Training and Development plan.

Marilyn herself is a gifted trainer, with a very wide portfolio to offer. I have used her expertise in Team Building and in Customer Care, and watched her hold the attention of a group of employees who were initially not thrilled to be there, making the training courses interesting and beneficial both for the employee and for the employer. The assessment and evaluation forms after these training courses were positive and encouraging, and spoke most highly of both the content and delivery.

Some of the management development courses she has written and delivers have been nationally ratified for the purposes of working towards certificate or diploma level.

On a personal basis, Marilyn is professional, intelligent, caring, with a passion for people and their development in line of course with the needs of the business and organisation. I recommend her highly, with absolutely no reservations whatsoever.

Yours sincerely

Olly Cochrane

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Head of HR (Education)