

Nicola Harrington

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PROFILE

Events and operations specialist with 15+ years delivering complex, high-pressure events across government, healthcare, and tech sectors. Track record includes managing the £200k Stonehenge Summer Solstice for 10,000+ attendees, coordinating a UK team deployment to a NATO exercise in France, and leading national multi-agency training exercises with the National Ambulance Resilience Unit (NARU). Combines this operational experience with genuine, lived experience of the cycling events scene as the parent of a junior racer competing in national and international cyclocross and cross-country mountain bike events. Currently delivering a maternity-cover project management contract through to July 2026 and available for freelance event delivery from then.

KEY COMPETENCIES

- Large-scale outdoor event delivery (10,000+ attendees)
- Multi-agency stakeholder coordination (police, councils, emergency services)
- Logistics, kit and equipment management
- Budget and supplier management (up to £200k)
- Risk assessment, RAID logs, and contingency planning
- Volunteer and contractor coordination
- Crisis communications and on-the-day incident response
- International team deployment and travel logistics
- MS Office 365, CRM systems, Jira, Airtable

PROFESSIONAL EXPERIENCE

Nourish Care Oct 2025 – Jul 2026

Project Manager (Maternity Cover Contract)

- Leading the rollout of a care management SaaS platform into home care providers across the UK, coordinating implementation teams, customer onboarding, and stakeholder engagement.
- Managing project timelines, change management, and cross-functional working across product, customer success, and clinical teams.
- Contract ends July 2026; returning to full-time freelance event and operations delivery from then.

Freelance Operations & Project Consultant Jul 2023 – Present

- **NHS (Salisbury District Hospital):** temporary Bereavement Officer, liaising with consultants, coroners, police, and families with professionalism and empathy.
- **Gaia Learning:** developed and implemented operational SOPs and policies for an online education platform to support organisational readiness and service delivery.
- **Carter & May:** implemented a CRM system, streamlined workflows, and updated policy documentation.
- **Send it to Alex:** provided structured, remote support to neurodivergent clients on workplace skills, confidence, and sustained employment.

- **Ahead Partnership:** planned, organised, and delivered employer engagement workshops linking schools with businesses to raise aspirations and employability.

MyBuilder Jul 2019 – Jun 2023

Customer Success Specialist (Remote, Part-Time)

- Delivered onboarding and customer support for a fast-growth tech start-up, guiding users and liaising with tech and product teams to improve platform functionality.

English Heritage Jan 2017 – Jul 2017

Solstice Event Manager (Fixed Term)

- Delivered the Summer Solstice at Stonehenge for 10,000+ visitors, overseeing complex outdoor logistical planning and inter-agency coordination with police, local authorities, security consultants, and Druid/Pagan stakeholders.
- Managed a £200k budget, RAID logs, and risk assessments to ensure safe, compliant delivery on a sensitive heritage site running through the night.
- Chaired stakeholder meetings and resolved sensitive operational issues in real time on-site.

Roke Manor Research Jul 2014 – Jul 2019

SC Cleared Project Manager & Neurodiversity ERG Lead

- Coordinated delivery on two high-profile national security projects, managing requirements, planning, and stakeholder engagement.
- Scheduled project timelines, tracked milestones, and supported agile workflows via Jira.
- Chaired the Neurodiversity Employee Resource Group, developing inclusion strategies and support groups; recognised with an Outstanding Contribution Award.

National Ambulance Resilience Unit (NARU) Feb 2009 – Jun 2014

Project & Event Manager | Health Protection Agency (now UKHSA)

- Coordinated logistics for national multi-agency training events and exercises, including Amber 2 and a NATO exercise in Lyon, France, ensuring smooth international deployment of UK teams (kit, transport, accommodation, and operational briefings).
- Oversaw responder kit and equipment logistics for training exercises, ensuring readiness, compliance, and correct usage on the day.
- Managed the development of a national training facility, liaising with contractors, government agencies, and ambulance trusts from concept through delivery.
- Produced technical documentation, briefing packs, and operational schedules for high-stakes scenarios.
- Awarded a Commendation for exemplary logistics and coordination under pressure.

Dial a Dog Wash (Salisbury) Jan 2006 – Feb 2009

Business Owner

- Founded and grew a successful local franchise, winning New Business of the Year (2006) before sale at profit.

Metropolitan Police Service 2001 – 2005

999 Call Taker & Radio Operator

- Triaged 999 emergency calls and dispatched units via radio, making rapid, accurate decisions under extreme pressure.
- Followed strict operational protocols whilst exercising sound judgement in unpredictable, high-stakes situations.
- Developed strong crisis communication skills, staying calm and professional with distressed callers and frontline officers.

EDUCATION & CERTIFICATIONS

- PRINCE2® Foundation – The Knowledge Academy
- BCS Foundation Certificate in Business Analysis
- Foundations & Principles of Agile Project Management
- YMCA Level 3 Award in Nutrition to Support Physical Activity
- A Levels: Business Studies, Sports Studies | C&G Diploma in Leisure & Recreation | 5 GCSEs incl. English & Maths

VOLUNTARY ROLES & INTERESTS

- **Cycling events:** active in the national and international cyclocross and cross-country mountain bike race circuit as the parent of a competing junior; familiar with British Cycling event formats, race-day operations, and the wider sports events ecosystem.
- **School Trustee, Burgate School & Sixth Form:** Digital Link Trustee role.
- **Silent Runs:** founder of a local wellbeing and running collective.