Marston bolsters senior management team

MARSTON GROUP has strengthened its management team with high profile appointments in six newly created positions.

John Crichton has joined as finance director from APCOA Parking, Katie Webber as HR director from Care UK, and Helen Owen as head of marketing from First Data. In addition, Fatima Rhazouani has been promoted to head of local authority client services, Neil Jinks to head of high court client services, and Julia Davies to head of administration and support services.

John Crichton joins from APCOA Parking (UK), where he spent four years as finance director, prior to which he had been head of finance for ArmorGroup International, a security company, with 8,600 worldwide personnel.

Katie Webber was responsible for over 2,000 staff at Care UK, and prior to that spent six years as HR Director for Corps Security, which has a nationwide workforce of over 3,000.

Helen Owen has 12 years' experience in marketing and communications. She spent five years as communications director at payment processing company First Data, prior to which she was marketing manager at security guarding firm Wilson James.

Owen will be responsible for developing a range of programmes designed to promote understanding and awareness of Marston Group with internal and external audiences. Her priorities include revamping Marston's website and introducing a variety of new tools and campaigns designed to enhance client communications.

She is supported by marketing executive **Desiree Weston** and two further new appointments – corporate communications executive **Charlene Kumar** and business development co-ordinator **Julie Saville**.

Fatima Rhazouani, who joined Marston in 2003, is now responsible for ensuring high quality service delivery to local authority clients on a national basis, and for managing the civil enforcement client services and account management teams.

Neil Jinks has more than 20 years' experience in the legal and credit markets, including contact with the enforcement sector gained during his time as a Marston client. His initial role has now been expanded, and he will work closely with the operations team to provide a best practice approach for Marston's High Court clients.

John Crichton

Helen Owen

Julia Davies

Fatima Rhazouani

Jinks said: "I am delighted with this promotion, as it gives me the opportunity to further utilise my knowledge to develop Marston Group's service offering and ensure our clients get the level of service they really need. This new position demonstrates that we're listening, and putting into practice solutions that will support and build stronger relationships."

Julia Davies joined Marston nine years ago and has played an important role in the company's growth, including involvement in implementation of Marston's unique Columbus system. She now has responsibility for the administrative functions across all Marston's divisions.

Deputy chief executive **Gareth Hughes** said: "I am delighted to announce these senior appointments, which are a combination of strategic external hires and internal promotions. The external appointments each have significant experience gained in large corporations, and this will be a great asset to Marston in the coming years. We will be announcing further appointments in the coming months."