

About Me

Values:

- Respectful:
 - Referee
 - Deal with scrutiny and abuse in a tolerant manner
 - Calm and professional communication and demeanour whilst under extreme pressure
 - Listening and taking into account perspectives where appropriate
 - Managing difficult situations and conflict without escalation
 - Ensure that the laws of the game are applied in an even and unbiased manner
 - As a referee I'm a role model for all participants and have to set the standard of respect, integrity and fairness and encourage all participants to act in accordance to these values.
 - IT & Telecomms
 - Within my role in IT I have to exercise respect for clients, colleagues and end-users.
 - Acknowledge that not all clients and end users have the same technical knowledge. Thus I must listen to their requests and comments and apply them in a effective manner.
 - I also understand that being in IT I may be privy to sensitive information and data and as such must access this data only when justifiable and appropriate and handle such data ethically.
 - Understanding that poor handling of such information can have detrimental impact on the client as well as the organisations reputation and standing within the industry.
- Fairness:
 - Referee
 - I apply the laws of the game equally regardless of reputation, bias or situation. My integrity and impartiality protects the organisations (SFA) image and neutral position within football.
 - I apply the LOTG in a consistent manner and all players are well aware of what is acceptable and what won't be permitted
 - Utilising judgement to ensure that advantages and management of the game is fair and reflects the flow and fairness of the fixture.
 - IT & Telecomms
 - I ensured fairness by ensuring that the same level of support was applied to all users support tickets regardless of status and seniority.
 - I utilised all available resources and responded to tickets based on priority. This meant getting users who were unable to work or access critical information resolved first.
 - Stepping up when others in team needed support and making sure responsibility was evenly spread.

- I was always transparent and honest about mistakes or issues that may have arisen during troubleshooting or installation processes and focused on finding fair solutions for clients.
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