

Ashley Kelmore, MPA, MSc

work@ashleykelmore.com

<https://www.linkedin.com/in/ashleykelmore/>

Overview

Skilled planner, writer, facilitator, and project manager educated at the graduate level in both the US and UK. Able to adapt to a variety of environments, workloads, and subject matter areas. History of solving challenging problems independently and by bringing together diverse organizations to identify and implement creative solutions. Background in higher education, policy, communications, and planning.

Work History

12/2021 – Present King’s College London HEAD OF BUSINESS MANAGEMENT

- Providing high-level business and communications support to 550+ colleagues across the directorate.
- Responsible for Health & Safety for directorate, including management of mandatory and optional trainings. Improved completion to 98% for all trainings percent within a year of starting
- Managing business continuity, including business impact assessments, for 50+ critical services
- Coordinating business improvement processes, including schedule of business for entire University, improved contact lists for Directorate, and updated SharePoint site containing critical information for whole of the directorate.
- Line managing two Administrative Officers who are responsible for supporting executive and senior staff.

12/2018 – 11/2021 King’s College London EXECUTIVE OFFICER

- Provided business and communications support to Executive Director of Education and Students, as well as to 450+ colleagues across the directorate.
- Coordinated projects, including directorate reorganisation spanning 350 employees across 20 teams.
- Drafted and implemented new processes to improve multiple directorate procedures, including training support and funding, freedom of information requests, and student queries.
- Prepared and updated Directorate Business Continuity plan amidst pandemic; provided support to central Business Assurance / Business Continuity Team on various pandemic-related issues, including case management.
- Managed student queries during the pandemic, providing excellent customer service in a challenging time
- Winner, Service Excellence Award, SED Awards 2020

4/2018 – 11/2018 Public Health – Seattle & King County PROJECT & PROGRAM MANAGER

- Provided remote consultation to former employer on previous projects.

11/2010 – 1/2018 Public Health – Seattle & King County RESPONSE PLANNING MANAGER / PREPAREDNESS PLANNER

- Managed revisions of emergency plans requiring complex intergovernmental response spanning multiple levels of government, including health, human services, and emergency management.
- Served as liaison to State Department of Health on multi-million-dollar grant contracts, emergency preparedness and response.
- Provided policy support to the department by drafting letters, reviewing bills, analyzing policy proposals, and testifying before the State legislature.
- Nationally recognized subject matter expert in Public Health emergency preparedness and response

09/2005 – 08/2009 New York Emergency Management DIRECTOR, SPECIAL PROJECTS & INTERGOVERNMENTAL AFFAIRS / MANAGER OF SPECIAL PROJECTS / POLICY ANALYST

- Oversaw special projects, policy, and intergovernmental issues for agency.
- Hosted national and international delegations for tours and educational exchanges.
- Managed deliverables for multi-million-dollar Urban Areas Security Initiative grants.

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- Chaired Policy Committee; researched, drafted, and tracked legislation; responded to requests from elected officials; drafted and implemented annual Legislative Agenda; researched and drafted hearing testimony on behalf of the Commissioner.

09/2003 – 08/2005 Pfizer, Inc

GOVERNMENT RELATIONS COORDINATOR

- Provided program support for the Director of Public Affairs.
- Assisted Vice President of Government Relations and Public Affairs with the management of 30 field-based state lobbyists located across the US.

Education & Training

2022	Associateship of King's College	King's College London
2010	Master of Science in Philosophy and Public Policy	London School of Economics
2004	Master of Public Administration	New York University Wagner Graduate School of Public Service
2001	Bachelor of Arts in Communications and Law, Society, and Justice	University of Washington

Selected Conferences and Publications

- "Patient Tracking and Victim Accounting Following a Mass Casualty Incident Involving Foreign Nationals" – National Association of County and City Health Officials, Atlanta, USA, April 2016
- "Behavioral Health: Building Coalitions & Partnerships" – National Healthcare Coalition Preparedness Conference (NHCCPC), San Diego, USA, December 2015
- "Situational Awareness tool to Enhance Decision-Making in a Catastrophe" – Emergency Preparedness and Business Continuity Conference, Vancouver, Canada, November 2014
- Kelmore, A., Lien, O., Lis, R., Taylor, K. "Community Resources for Mass Fatality Management." NACCHO Exchange, Fall 2013, 14-15

Skills

- Business continuity and resilience
- Customer relations
- Emergency preparedness
- Meeting facilitation
- Microsoft Office suite
- Plan development
- Policy analysis
- Presentation development
- Project and programme management
- Public speaking
- Stakeholder management

Certifications

- ISO 22301 Lead Implementer
- PRINCE2™

Selected Volunteer Work

- Legal Voice Health Board: 2015-2017
- Assistant group leader, Campfire: 2012-2017
- Young Professional Ambassadors Board, Bloodworks NW: 2012-2015