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# Leading with Credibility: Insights from New Chartered Managers

Tuesday 9th September 2025

## Speaker biographies

Michelle Ross CMgr FCMI, Diversity & Inclusion Lead, CMI South East Board



Michelle's leadership and management career has spanned over 19 years. With 6 years working at a strategic level with senior stakeholders and business leaders, Michelle has experience in managing people, teams, and processes.

Michelle's career has encompassed HR, regulatory compliance and currently holds the role of a Project Lead/Manager managing cross function teams of circa 40 people. Michelle works closely with senior business stakeholders defining programme requirements and business strategy leading the team in the delivery of complex projects at the cutting edge of new product development. Her role involves understanding and

delivering strategic programme requirements applying rigorous quality standards.

Michelle has a passion and enthusiasm for Leadership and Management, the CMI and its journey and is the appointed Head of Profession for CMI for her company.

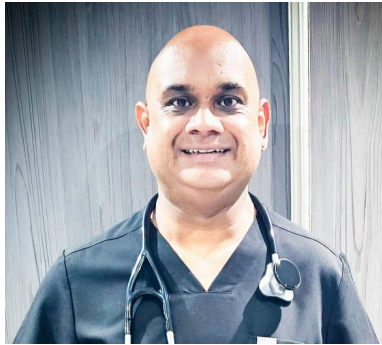
Gillian Saieva CMgr FCMI, Deputy Chair, CMI South East Board



Gillian Saieva is the Founder of Bennett & Bell Associates Ltd. With extensive experience in global corporate and higher education senior leadership roles, she excels in quality assurance, curriculum enhancement, and leadership and management development. Gillian is a Chartered Fellow of the CMI, Chartered Member of the CIPD, Principal Fellow of Advance HE, and a Certified Management and Business Educator. As a seasoned Trustee and Board Member, she currently serves on the Small Business Charter Management Board and is the Deputy Chair of the CMI South-East Regional Board.

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## Sunil Patel CMgr FCMI, Head of Operations, Hollowood Chemists



I am Sunil and have been a registered pharmacist for 21 years working in various management positions for corporate and independent groups. Currently I am Head of Operations and have keen interest in people management and driving efficiency through the use of AI as an extension of each colleague, to deliver efficiencies. I am committed to lifelong learning to ensure the latest innovations and concepts create the very best workplace and offerings for customers. Outside my technical and management roles, I am a Scottish whisky investor, operate my own investment portfolio which reinvests 25% of return to mentoring and

supporting young talent across the globe. I love to travel and enjoy cuisines, but my true passion is people.

## Lisa Harriss CMgr MCMI, Estates Business and Sustainability Manager, Environment Agency



I am currently a Manager within the Estates function of the Environment Agency, having just completed an 18month assignment as the Deputy Director, leading on all land and property matters and a team of 160 professionals. I have an eclectic mix of skills built up over a varied career spanning specialist (HR) roles to banking, retail, business management and field operations but leadership is the golden thread and where I get my energy.

I enjoy exploring new ideas and opportunities and get real joy from seeing and delivering positive outcomes. I value strong work ethics, respect, honesty, and kindness.