

Name:

# TITO CAMPOS e MATOS

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## PROFILE

Highly effective, astute and resourceful in communicating (multi-lingual) at all levels including new and existing customers, all stakeholders, in-house teams, external contractors and suppliers.

A confident manager and administrator, effective in the private and not-for-profit sectors, with significant experience in working with immigrants and refugees, both on the reception and integration phases, and managing European and National funds.

Experience in promoting and selling medical services. For 6 years, managed and directed a team of salespersons and customer care assistants, who were selling cryopreservation services (umbilical cord blood and tissue and dental stem cell service and more recently, pre-natal tests).

Passionate about the delivery of world class customer service and delivering results.

Values: excellence, passion, integrity, creativity and quality.

**Languages: Portuguese (native), English (fluent), French (basic)**

**Objective: To pursue a career in a non-profit organisation with top management responsibilities, in Portugal or abroad.**

## KEY SKILLS & EXPERTISE

- Expert in the reception and integration of asylum seekers and refugees
- Expert in facilities management and operation
- Detailed understanding of office and operational setup, budget control, administration
- Successfully develops new instruments and information packages tailored to clients and to identify clients needs
- Key research capabilities: patience, attention to detail, required organisation ability, persistence
- Expert in collating, presenting and reporting detailed accounts' progress updates and improvement proposals in-house and to clients
- IT: PowerPoint, MS Office
- Expert in skills', sales and care teams' management
- Confident in arranging and representing the organisation at specific business meetings and events including conferences

## CAREER HISTORY

**Conselho Português para os Refugiados (Portuguese Refugee Council) ([www.cpr.pt](http://www.cpr.pt))**  
**Vice-President of the Board/ Deputy Executive Director**

**April 2019 - Present**

The goal is to manage and lead the organization towards the realization of its mission – Defend and Promote the Right of Asylum in Portugal - working together with the Executive Director/President of the Board.

### **Responsibilities**

- Developing and implementing strategies aiming to promote the organization's mission, vision and values
- Creating complete business plans for the attainment of goals and objectives set by the board of director
- Building an effective team of leaders by providing guidance and coaching to subordinate managers
- Implement the Board's strategic plan for the period 2019-2022
- to oversee all operations, functions and activities, including the management of three reception centres, a Nursery and a Kindergarten
- Ensure adherence of the organization's daily activities and long-term plans to established policies and legal guidelines
- Direct and oversee investments and fundraising efforts, including the management of European and National Funding and also private funding
- Forge and maintain relations of trust with shareholders, partners and external authorities, particularly, the national government, United Nations High Commissioner for Refugees, European Commission, local authorities, etc
- Act as the public speaker and public relations representative of the Organisation in ways that strengthen its profile
- Review reports by subordinate managers to acquire understanding of the organization's financial and non-financial position
- Devise remedial actions for any identified issues and conduct crisis management when necessary
- Human resources management

***Responsibilities***

- To manage all the reception centres activities
- Co-ordinate all the services that operate in the reception centre:
  - Social department
  - Employment and Training department
  - Legal counselling
  - Portuguese language courses and sociocultural activities
  - Sport activities
  - Treasury
  - Maintenance and logistics
  - Laundry
  - Volunteers section
  - Trainees guidance
- Co-ordinate the daily work of the reception centre employees, including the distribution of work and tasks, reporting
- Financial and administrative direction of the reception centre
- Human resources management
- Management of vacancies in the reception centre
- Prepare the annual plan and the annual budget for the reception centre and all the activities reports
- Representing the Portuguese Refugee Council in meetings, seminars, both in Portugal and abroad

**External Consultant**

***Responsibilities***

Working as an external consultant .

- Working for a Real Estate company as an independent consultant using my connections and previous experience in order to generate new business opportunities to the company (in particular, with potential new buyers from abroad that would like to invest in Portugal) .

**Country Manager Portugal**

***Responsibilities***

- Reporting to the Board of Directors, coordinated and managed the business: directed and oversaw all day-to-day operations including budgeting (office and the wider operation) and cost-control. Focused heavily on sales and business management to best develop
- Was business's key contact with the company headquarters and laboratories in Switzerland and the UK
- Supervised all aspects of operations, financials, logistics, customer care, service and sales and debt collection teams
- Represented the company in Portugal holding full powers of attorney
- Negotiated and established partnership agreements with a wide range of hospitals and companies
- Created, maintained and updated all significant documents, reports and databases: distributed to senior managers
- Planned business strategies and implemented those to streamline and make more cost-effective all administration
- Key contact with outsourcing accounting and treasury department ensuring all due payments were made on time – this involved significant contact with legal advisers and auditors
- Managed the HR process and procedures:
  - Planning training, evaluation schemes, and staff bonus policies
  - Led, trained, directed and motivated the customer care and sales teams
  - Projected all HR-associated costs (manpower, overtime, supplies, bonuses) and set the budget
  - Conducted all organization and administration of meetings and other company business

**Project / Employment and Training Coordinator**

**Responsibilities**

- Reporting to the Board of Directors, coordinated and managed the employment and training department: directed and oversaw all day-to-day operations of the department including budgeting and cost-control
- Co-ordination of the activities implementation EU projects (EQUAL, ERF, etc.) and National funds (GIP/IEFP)
- Designed, planned and evaluation of projects
- Provide support to Projects Department, in particularly, in the application to EU and national funds
- Participation on international meetings, conferences and varied business events
- Created, maintained and updated all significant documents, reports and databases: distributed to senior managers
- Planned business strategies and implemented those to streamline and make more cost-effective all administration
- Managed the HR process and procedures for the Department:
  - Planning training, evaluation schemes, and staff bonus policies
  - Led, trained, directed and motivated the employment & training department teams
  - Projected all HR-associated costs (manpower, overtime, supplies, bonuses) and set the budget
  - Conducted all organization and administration of meetings

**IGOT - Institute of Geography and Spatial Planning - University of Lisbon**

**October 2009 - June 2010**

**September 2006 - May 2007**

**Researcher**

**Responsibilities**

- Carried out a broad range of significant and diverse research activities and drew up resultant reports and recommendations
- Organised a range of meetings and gatherings – research forums, discussion groups, small conferences
- Prepared and communicated the project budget and application protocols

**Junior Researcher: ISCTE – Lisbon University Institute**

**2000 – 2001**

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**TRAINING & EDUCATION**

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**PhD Program in Economic Sociology: ISEG/UL- Lisbon School of Economics and Management**

**2020-Present**

**Master’s degree in Population, Society and Space (classification 17 out of 20): IGOT/ University of Lisbon**

**2009-2011**

**Postgraduate certificate on Planning and Evaluation of Development Processes: Lisbon University Institute**

**2000-2001**

**Degree in Sociology and Planning: Lisbon University Institute**

**1995 - 2000**

Sales Techniques (Galileu)

2015

Refugee Status and Subsidiary Protection (UN High Commissioner for Refugees)

2011

Resettlement Service Provider training on Reception and Integration of Refugees  
(International Catholic Migration Commission (ICMC), UNHCR, IOM)

2010

Procedures and Standards for Determining Refugee Status (UNHCR)

2009

Coordinating Vocational Training Courses (Youth Foundation)

2006

Training For Trainers (Nova Etapa)

2004

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**Publications**

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Tito Campos e Matos (2011) “The Integration of resettlement refugees in the labour market – a step in the integration Process? Contributions for the analysis of the integration dynamics in Portugal and in the European Union” (final thesis master’s degree.), Lisbon, IGOT/UL

Tito Matos and Vanessa Sousa (2001) "Attitudes of party leaders on parliamentary recruitment " in Freire, A. (Coord) (2001), "Parliamentary Recruitment - the Portuguese Members of the Constituent Assembly to the VIII Legislature", Lisbon, STAPE/MAI

## Conferences

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Matos, Tito Campos (2021, September). *Organisational Change in the reception and integration of asylum seekers and refugees: the need for new service models*. Paper presented on the 13th International Social Innovation Research Conference "Enabling the change! Social innovation and enterprises for a better future", Milan.

**Lisbon, September 2021**