



Name	Lesley Ellis
Job Title	Managing Director

How long have you worked for ITS?	I have been at the heart of ITS since 1996 when it was established by my husband, Keith. Back then, I delivered Assessor and Training Awards and was responsible for quality assurance. The time has gone so quickly which shows how much I love doing what I do.
What's your background?	From my early 20s, I spent 17 years in three different colleges in London teaching hairdressing students, fashion models and make-up artists. I was fortunate to learn African-Caribbean hairdressing and worked on fashion shows and photo shoots. I've written a number of hairdressing text books (one of which was a best seller in its day), was one of the first City & Guilds external verifiers for hairdressing and worked on the very first national occupational standards for hairdressing that were the precursor to what we work with today. I've met some truly great and inspirational people on this fantastic journey, some of whom are still friends to this day.
What does your work involve?	On a typical day, I would either be glued to my computer, in meetings or driving up and down the A3 to visit salons.
What's the best part of your job?	Getting out and about and meeting apprentices and the wonderful salon staff who support them every day.
Who's been an important inspiration to you?	The person who has inspired me the most in my career is Pamela Goff. She owned the salon in Streatham where I was an apprentice. As Head of L'Oréal's Technical Centre (when it was in Soho and then Kensington) Pam instilled very high and exacting standards that are with me to this day.
If you could change one thing in this world, what would it be?	Litter, fly-tipping and anything humans do that harms wildlife. The worst culprits being Chinese (sky) lanterns. Did you know the RSPCA receives more than 5,000 calls a year about distressed or dead animals and birds with injuries caused by litter?
What's your favourite motto?	If a job's worth doing, it's worth doing well.
What do you like doing when you're not working?	Socialising with friends, cooking, supporting Crystal Palace FC and going to car shows. I rarely read books these days but I can't get through the day without reading a newspaper.
What's your favourite film?	The Shawshank Redemption starring Tim Robbins and Morgan Freeman. It's about persistence, perseverance and the power of friendship.

What's your all time favourite song?	Suffragette City – David Bowie
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