**SUSAN BARKER**

1 Career Road, Career Town, Career County XX1 4BE

Tel: 01234 555 666 (Home) / 07951 123 456 (Mobile)

Email: susanbarker@career.co.uk

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**PROFESSIONAL PROFILE**

A multi-skilled, part-qualified HR professional with excellent all-round HR advisory skills and experience. Proven leadership skills, including managing and motivating others to achieve company objectives. Possesses exceptional interpersonal and relationship management skills. Experienced in providing timely and up-to-date HR advice to both managers and employees. Extensive knowledge of working practices, recruitment and retention, compensation and benefits and training and development. Currently studying towards full CIPD status. Now seeking next challenging role with a blue chip company.

**SKILLS AND EXPERIENCE**

**Reward Management**

* Implemented company incentive schemes which have reduced absenteeism and increased production levels by 15% at A&B Insurance
* Increased participation and managed the company's share ownership scheme
* Facilitated regular reviews and benchmarking of salaries to ensure compensation is consistent within industry sectors

**Human Resource Planning**

* Assessed companies’ future staffing requirements over the short, medium and long-term and made recommendations concerning re-organisations to senior management
* Produced a comprehensive Human Resources plan for the company's expansion over the next five years whilst at C&D Insurance

**Employee Relations**

* Extensive handling of managing redundancies and displacements
* Re-wrote policies on gross misconduct, disciplinaries and grievance procedures supported and coached managers in the resolution of ER issues
* Offered advisory service on all aspects of employee performance management and development

**Recruitment & Selection**

* Conducted competency-based interviews for candidates across all levels including senior positions
* Re-wrote job specifications and designed job adverts utilising most cost-effective method of advertising
* Supervised HR Assistant in co-ordinating job interviews and conducting pre-employment checks
* Made recommendations to hiring managers regarding candidate selection

**Process and Procedure**

* Supervised HR teams in managing and maintaining accurate and up-to-date staff personnel records
* Attendance at employment law updates and advised senior HR staff on policy and procedure changes

**Training and Development**

* Designed and delivered Induction programmes for new employees
* Appointed and monitored external training organisations for specialist training courses
* Implemented company-wide training needs analysis and advised on most productive learning methods
* Managed a training budget and produced reports for senior management
* Led ‘lunchtime learning’ opportunities for managers in ‘Understanding Policies’ and how they should be implemented for managing their teams

**CAREER SUMMARY**

2011 - 2012 A&B INSURANCE, Staines, *HR Officer*

2008 - 2009 C&D INSURANCE, Staines *HR Advisor (contract)*

2007 - 2008 E&F INSURANCE, Staines, *HR Advisor (contract)*

2003 - 2006 G&H INSURANCE, Staines, *HR Assistant*

2000 - 2003 I&J INSURANCE, Staines, *Office Manager*

1998 - 2000 K&L INSURANCE, Staines, *Receptionist*

**EDUCATION AND TRAINING**

**Intermediate Diploma in Human Resource Management (CIPD)**, HR College, Staines, 2011

**Certificate in Personnel Practice (CIPD)**, HR College, Staines, 2008

**BTEC in Business Studies**, Staines, 1998

**8 GCSEs** (including English & Maths), Staines, 1996

**FURTHER COURSES**

Managing Teams, 2010

Performance Management for HR Professionals, 2009

Coaching and Feedback for HR Professionals, 2009

Communication Skills in the Workplace,2008

Time Management and Organisational Skills, 2008

Advanced Excel, 2008

**PROFESSIONAL MEMBERSHIPS**

Associate: Chartered Institute of Personnel and Development (CIPD)

**ADDITIONAL INFORMATION**

IT Skills: Advanced Word, Excel and Powerpoint

Languages: Intermediate Spanish

Qualified First Aider

**INTERESTS**

Swimming, member of local badminton club, playing piano, cooking Thai & Indian Food

**REFERENCES ARE AVAILABLE ON REQUEST**