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## v PERSONAL PROFILE

Considerable experience and knowledge in human resources management, gained in multi-site, unionised and non-unionised organisations. Self motivated, reliable, flexible and used to working in a constantly changing environment.

Pro-active in outlook, strategic thinking ability; proven ability to learn and adapt, constantly developing skills and knowledge base. People focused Leader, also able to be either a team worker or an individual player. Proven track record in procedural, planning, developing, organising and administering tasks and procedures. Thoughtful, resilient and persistent in a diplomatic manner which leads to achievement.

## v LIST OF NOTABLE ACHIEVEMENTS

- Ø Set up Human Resources advisory helpdesk and opened the lines ahead of schedule;
- Ø Designed and developed a set of 'team talks' which were adopted by 7 other regional areas;
- Ø Attained 8 percentage point increase in satisfaction with communication over a one year period, where a 2 percentage point increase was considered a good performance;
- Ø In one year planned and managed 15 recruitment campaigns, spanning four Post Office businesses, recruiting 250 graduates. £3/4 million budget;
- Ø Achieved c.£60k savings on Human Resources administrative costs within 2001;
- Ø Led Health & Safety project which produced 95% score on first assessment, against a 75% pass rate, for offices on two sites;
- Ø Resolved an inherited year long marketing recruitment problem by new, innovative approach which brought three strong and suitable candidates to interview, with one appointed;
- Ø Drew up terms & conditions and relocation terms for graduate entrants, acceptable to all interested parties;
- Ø Led in development of graduate recruitment internet site;
- Ø Achieved staff and non-staff budgets of £1m total;
- Ø Resolved £1 million of credit issues over four month period;
- Ø Limited bad debt to £526 on approximately £1 million turnover;
- Ø Following a fire, which severely damaged the structure of the building, resumed 'normal' service with only one day lost - role: Sales Support.

## v QUALIFICATIONS

- Ø NOCN Advanced Certificate in Information, Advice & Guidance
- Ø OCN Diploma in Life Coaching
- Ø Davis Dyslexia Development Programme Facilitation
- Ø CIPD & ITD Certificate in Training
- Ø Occupational Testing (Level A) & Occupational Personality Questionnaire (Level B)
- Ø Post Office Assessment techniques (BTEC) & Selection Board Chairperson
- Ø Unit Excellence Assessment – EFQM unit level assessment with Post Office (founder member)
- Ø DMA Certificate in Direct Marketing
- Ø RSA Certificate of Professional Competence in Road Haulage – National
- Ø BTEC Certificate in Office Studies
- Ø 5 0 Levels, including English & Mathematics & 5 CSEs

## v EMPLOYMENT

### Action Deafness

**DATES: July 2006 – present**

- Ø Designing processes and procedures in connection with and delivering the Information and Advice, then achieving Matrix standard on first application
- Ø Delivering Information and Advice services to assist people seeking work and/or training for deaf, deafened and hard of hearing who live work or want to work in Leicestershire
- Ø Research, reporting on and promotion of the service throughout Leicestershire
- Ø Writing policy and procedures for recruiting, retaining and releasing volunteers

**DATES: Oct. 2005 – July 2006**

- Ø Writing and publishing a book which explores parts of my managerial experience and discusses how, with teams of over 20 people, I never needed to undertake disciplinary or grievance procedures
- Ø Progressing practitioner programmes in Dyslexia Programme Facilitation and Coaching, both qualifications were gained summer/autumn 2006.

### Croner Publications

**DATES: Sept. & Oct. 2005**

**Position: Interim Interviewer**

- Ø Conduct interviews for placement/promotion into newly identified managerial jobs at time of reorganisation;
- Ø Adding value by way of providing impartiality in the process and technical experience of competency based interview which was being introduced for the first time.

### GE Infrastructure Sensing

**DATES: Nov. 2004 – May. 2005**

**Position: Interim HR Professional**

- Ø Administrator to Trustees of a Pension Trust and a Profit Share Trust incorporating legal, financial, training and regulations aspects;
- Ø Assess the functional needs of the above work and scope the best way forward for the company to absorb the work;
- Ø Audit of membership of the Trust Funds, resolving all identified issues;
- Ø Ad-hoc works within wide remit of Human Resource Management, such as conducting and interpreting UKPQ (for which there was nobody suitably qualified on-site) and developing front line pay scale to provide a framework for fair progression.

### Screwfix Direct Limited

**DATES: July – Oct. 2004**

**Position: Interim HR Manager**

Within site start up environment, ensuring all activity in line with new commercial direction;

- Ø Managing department, including Training Function;
- Ø Recruiting 300 staff in a variety of capacities, including front line and management;
- Ø Setting up HR processes and procedures;
- Ø Advising on and overseeing disciplinaries and grievance cases;
- Ø Member of senior management board.

### Boots The Chemist

**DATES: Jan.– April 2004**

**Position: Interim Team Leader, HR**

- Ø Forming and leading team of 21 HR administrative staff;
- Ø Leading the team through change programme to split and streamline their duties;
- Ø Positioning team within wider HR environment and managing customer expectations;
- Ø Managing redundancy, other leavers and recruiting within team;
- Ø Key involvement in tendering/contract review of Agency Staff provider.

### Commission for Patient & Public Involvement in Health

**DATES: Sept.– Dec. 2003**

**Position: Interim Recruitment & Selection**

- Ø Start-up operation: planning and implementation;
- Ø Recruiting c.350 volunteers within tight timescales, succeeded in 10 weeks;
- Ø Supplementary marketing/recruitment activity;

- Ø Induction Training;
- Ø Designing and implementing administrative processes and tools, including database.

### **Sabbatical**

**DATES: April 2002 – Sept. 2003**

- Ø Project managed a house renovation and alteration.

### **Alliance & Leicester Plc**

**DATES: Dec. 2000 – April 2002 (redundancy) Position: Support Services Manager, HR**

- Ø Setting up HR helpdesk, meeting operational and staff development requirements then seeking and developing continuous improvement activity;
- Ø Ensuring adherence and compliance to legislative and regulatory requirements, including Data Protection and Financial compliance;
- Ø Leading and developing a multi-disciplined administrative team of 25 to achieve accurate, timely and customer focused service, including recruitment and relocation;
- Ø Coaching three junior managers to desired performance - two were new to management;
- Ø Designing, inputting to and delivering skills training as required;
- Ø Measuring customer satisfaction and team's performance against agreed service standards and took appropriate action to improve customer service;
- Ø Liaising with other departments such as Payroll, Staff Account Opening and Risk Management to minimise risk, error and operating costs;
- Ø Formulating and managing Personnel & Development service delivery budgets;
- Ø Identifying and leading H&S improvements within HR in order to achieve pass on assessment.

### **Employment with The Post Office Groups of Companies:**

**DATES: Aug. 1999 – Nov. 2000 Position: Personnel Manager**

- Ø Recruiting staff up to and including Senior Management level;
- Ø Leading multi-disciplined team and advise/influence senior management on best practice in areas such as recruitment, discipline and grievance procedures;
- Ø Investigating and developing solutions to issues preventing re-deployment;
- Ø Influencing and working with local units to implement solutions.
- Ø Inputting to and updating "Managers' Personnel Manual".

**DATES: July 97 – Aug. 1999 Position: Graduate Recruitment Mgr**

- Ø Acting in capacity of consultant to Senior Clients and planning their campaigns which included: balancing business needs, departmental capability and image in the marketplace;
- Ø Leading the Graduate Recruitment Team, comprising recruitment and administrative personnel, to achieving customer requirements;
- Ø Taking active role in developing the Post Office's image in the graduate market place;
- Ø Ensuring that recruitment conformed to legal requirements;
- Ø Inputting as appropriate to the development of all graduate recruitment material;
- Ø Assessing/Chairing involvement with other management selection boards;
- Ø Costing and charging for work undertaken by Recruitment Team.

**DATES: Sept. 94 - July 1997 Position: Communications Manager (inc. IR)**

- Ø Influencing action to achieve a measured improvement in Communication, Recognition, Employee Relations and Community Action throughout defined regional area;
- Ø Training design, delivery and coaching to achieve as above, focused on junior and middle management population;
- Ø Planning, developing and delivering a communications strategy for a defined regional area;
- Ø EFQM Assessments at local unit level;
- Ø Member of the Coventry & Warwickshire Management Board;

**DATES: Nov. 92 - Sept. 94**

**Position: Trainer**

- Ø Designing and delivering classroom training, primarily relating to customer service, focused on a variety of audiences from frontline staff to middle management, covering several operational disciplines;
- Ø Writing distance learning materials for customer service and bespoke software applications;
- Ø Managing training events with bought-in trainers, mainly very senior audiences