

Barbara Batchelor – HR Consultant

Profile A highly motivated and tenacious HR Manager with strong experience of managing and delivering transformational change within the Private and Public sector.

Proven capability of working both strategically and operationally to deliver business objectives under pressure, on time and within budget in spite of resistance.

Extensive project, programme, procurement, contract and commercial experience in addition to widespread recruitment, resourcing, workforce planning, operational, generalist and HR matrix management expertise.

Qualifications

HNC Business Studies	
2 A Levels / 7 O Levels (incl. Maths, English)	
Change First:	Leading Change Programme
McCourt's:	Methodical Approach
Penny Ferguson:	Leadership Programme
Epiphanies:	Negotiation & Influencing Skills
Hay:	Job Analysis and Evaluation trained
Eversheds Employment Lawyers:	Trained in conducting complex investigations
SHL:	Level A & B
Saville Consulting:	Wave / 360 Feed-back
Talent Q	Personality in Business
Edexcel:	BTEC Level 2 Intermediate Award – Effective E-Recruitment

Nationality British

Key Experience

- Change Management – Experienced in strategic service delivery, outsourcing and managing transformational change across a range of business sectors
- Project Management/Organisation & Planning – Well organised with proven capability and experience in project management. Uses experience and tenacity to deliver objectives on time, within budget and in accordance with Prince 2 methodologies
- Stakeholder Management - Extensive experience of stakeholder engagement at executive, senior management and operational levels
- Relationship Building and Communication – Ability to build relationships at all levels, internally and externally
- Commercial Acumen – Strong negotiating and influencing skills with extensive experience of contract procurement and OJEU tendering processes across a wide range of HR services
- Training/Process Re-Design and Delivery – Led and managed a number of projects to design, develop and deliver bespoke software, new process design/roll-out and skills training programmes
- Accredited Recruitment Assessor – Formally trained in HAY Job Evaluation. Level A & B trained in a wide range of psychometric tools. Experienced recruiter across all business levels
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Recent Experience

Bristol City Council – Trading with Schools – January 2013 – April 2013

Led the redesign of HR and Payroll functions as part of the creation of a separate schools trading entity

National Portrait Gallery – October 2012 (Client base 350)

Provided consultancy support and analysis of current market software suppliers capable of supporting the businesses Payroll and HRMS requirements as a precursor to a formal tender.

The Hyde Group – March 2012 – July 2012

Providing assessment centres recruitment support for senior professional and managerial roles, utilising a full range of assessment exercises to provide clients with a comprehensive understanding of candidate's behaviours, cultural fit, talent and potential.

Northamptonshire and Cambridgeshire County Councils – September 2011 – January 2012

Provided specialist HR consultancy during the restructure and remodelling of Northamptonshire and Cambridgeshire Councils, to provide a cost efficient and customer focused HR Local Government Shared Service (LGSS), aligned to SLA's, and compliant with auditory and regulatory requirements.

- Reviewed HR and Payroll system, MI and administrative processes post in-sourcing the payroll service from an external provider, redesigning processes to remove duplications and inefficiencies across departments and maximise productivity
- Implemented new ways of working improving the service and governance of transactional and operational activities to provide a measurable cost efficient shared service platform from which the council could sell its services internally/externally to schools/academies/fire service
- Drafted and remodelled HR Organisational Structure gaining senior stakeholders buy-in

Heatherwood and Wexham Park Hospitals NHS Foundation Trust – March 2011

Provided assessment and selection support to assist in the downsizing programme arising from the Governments Comprehensive Spending Review 2010.

Tower Hamlets Council – June 2009 – January 2011 (Client base c.10,000)

Provided commercial expertise to facilitate the transition to a centralised HR Shared Services by ensuring new HR processes, software and value added performance delivered savings of £2m+ pa.

Managed full tender processes including stakeholder buy-in, commercial negotiations, system specification, implementation, on-boarding, user training and delivery to provide the following:-

- PSL of Executive Recruitment Partners to support the strategic agenda of engaging a “Workforce that Reflects the Community”
- An online e-recruitment software solution (i-GRasp) to improve the candidate experience.
- Retendered Payroll & HRIS contract negotiating improved terms with incumbent provider
- The Council acts as a CRB umbrella body to over 600 external organisations. Undertook audit reviews of all recruitment pre-employment checks and CRB processes. Provided a business options paper to ensure that the Council pre-employment processes adhered to regulatory & compliance requirements

NHS Tower Hamlets - March 2010 – November 2010 (Part-time) (Client base c.2,000)

Following a business wide questionnaire rating the services of HR, provided strategic input to the HR Improvement Programme (HRIP), to deliver improved HR services to the business.

- Undertook a full review of sickness absence within NHS Tower Hamlets to support targeted 30% improvement, estimated as saving in excess of £800,000 per annum.
 - Developed new revised policy and management guidance notes
 - Worked with IT and outsourced HR payroll providers to create new recording/monitoring processes and MI reporting tools
 - Renegotiated contract terms and services of Occupational Health supplier to provide a more targeted approach with pro-active interventions to manage employees back to work quicker.

- Undertook contractual review of external provider of employment law legal support. Terminated services of incumbent provider and engaged lawyers from within a recognized framework agreement.

Recruitment Assessor – Penna supporting Lancashire Law School, BT Fast Track & Graduate Programme, Parole Board June 08 – April 2009

Managed and delivered assessment centres across senior professional, managerial and administrative roles in the Public and Private sector, utilising a full range of assessment exercises and psychometric technology.

Restructure & Selection Assessment Project Manager – London Development Agency (LDA)

Oct 08 – Feb 09 (Client base c.500)

Provided HR consultancy, guidance and support to HRBP's and senior stakeholders during the downsizing restructure programme to convey the business vision of the (then) new Mayor of London – Boris Johnson.

- Designed and delivered recruitment and assessment centre selection material to retain key talent
- Undertook competitive selection interviews of ring fenced candidates
- Undertook 1:1 redundancy and redeployment consultation, HR surgeries, aspiration and "At Risk" meetings undertaking consultation reviews with Trade Union representatives and providing advice, support and guidance to displaced employees

Resourcing Manager – QCDA May 07- May 08 (Client base 650)

Undertake a full review of recruitment processes & 3rd party contract arrangements to support the business move from London to Coventry. Managed timetable to ensure workforce planning/recruitment (c.400-500 staff) aligned with relocation programme and delivered the talent & skills to meet the current and future business needs.

- Reviewed incumbent recruitment supplier arrangements. Re-negotiated PSL terms.
- Managed full recruitment outsourcing and e-recruitment tender processes - turnover c.£20m+.
- Implemented new attraction strategies to strengthen the employer brand by aligning HR's recruitment campaigns with the Marketing advertising portfolio
- Introducing new establishment and cost centre management control mechanisms

HR Consultant – Drivers Vehicle Licence Agency (DVLA) July 06- Jan 07 (8,000 Employees)

Provided HR and Trade Union consultancy during the design and implementation of a Job Families framework.

Group Resourcing Manager - Centrica 2004 – 2005 (42,000 Employees - National)

Responsible for the development and delivery of strategic change initiatives across all Centrica brands

- Managed Recruitment Agencies and Preferred Supplier List status (PSL) c.100 suppliers
- Managed full tendering processes to appoint new Recruitment Advertising provider.
- Managed the design and launches of Induction Websites, employees brochure and redesigned Induction Day to deliver a single corporate identity.

Project Manager (Shared Services) - Centrica 2002 – 2004

Delivered people related initiatives across recruitment, resourcing, redeployment, employee relations and operational change to support the recruitment & retention of key talent

- Managed the in-sourcing of an HR Shared Service recruitment team from de-centralised hubs
- Developed cross-branded redeployment process and policy to retain key talent
- Managed full tender processes to source Outplacement providers

Employee Relations Manager-British Gas/AA 2000–2002 (c.35,000 Employees)

Responsible for maintaining business continuity throughout the due diligence and TUPE acquisitions to/ from Centrica Business (e.g. British Gas/AA/Dyno/Goldfish/Onetel), during restructures and office closures

- Supported the organisational re-structure, including job redesign & evaluation.
- Managed Trade Union consultations, undertook national presentations, aspiration, re-deployment and redundancies interviews of affected staff

HR Operations Manager / Policy & Implementation Manager - British Gas Services 1995 – 2000

- Managed national redundancy programme of c.35,000 employees during a restructure of 92 offices to 7 vital to transforming business performance of £1m loss *per day* to profit
- Redefined relocation benefits reducing relocation costs by 50% from c£2.5m to £1.25m pa
- Managed project team to implement SAP HR. Responsible management of SAP HR Help Desk
- Responsible for reviewing & updating a range of HR policies

Customer Manager/ Marketing Systems Officer/ District Office Manager/ Project Manager

British Gas 1990 - 1995

- Managed TU and staff consultations during the closure of two District Offices
- Managing contractor (Costains) liaisons, during the construction of a Waitrose store on Harrow's chemically contaminated (cyanide) gas holder site, whilst staff occupied adjoining offices.
- Managed refurbishment of a British Gas District office (500+ staff), executing a strict timetable commencing business shutdown Friday 5pm, working 24/7, to reinstating fully operational emergency service by Monday 8am
- Managed customer contact centre staff and emergency service office

Earlier Experience

British Gas – Willesden/Harrow 1979-1990

Variety of supervisory/managerial operational roles