

SUE BERRY

SUMMARY

- **A senior HR consultant with experience across many industry sectors in large multinational and smaller enterprises.**
- Operational HR experience in **aerospace, electronics, chemicals, service industries, the Health Service, academia, not-for-profit NGO's and charity sector.**
- Specifically knowledgeable in **modern HR methods** including **contracted out and distributed** service provision.
- **Internationally aware** having worked in all five continents.
- Experienced **change management** agent.
- Qualified to **Masters** Degree level and **Chartered Fellow of the CIPD.**

PORTFOLIO OF EXPERIENCE

STAFF MOVEMENT

- Managed inward and outward TUPE transfers. Led a bid team to take over facilities and services in a telecommunications multinational which required significant TUPE consideration and due diligence.
- Managed inward TUPE transfer, resulting in the company size growing by 300% overnight
- Six-month contract with Thales Training & Simulation to recruit 46 software engineers across six departments with eleven discreet roles.
- One year contract with Philips Research to set up and manage the graduate recruitment programme recruiting 15 posts across five distinct business units, from 2000 applicants.
- Recruited teaching and support staff, developed objective setting and appraisal system for a Head Teacher.
- Implemented successful outsourcing of temporary and contract staff to a specialist agency, and managed the resulting service level agreement. Annual spend for sub-contract staff £5m.
- Led negotiations with unions to implement measures to manage a temporary down turn in activity. Implemented a mass redundancy programme and rationalised the business.
- Managed recruitment, from job and person specification to induction, using a wide range of methods from advertising and interviewing to assessment centres. Management and staff categories included Directors, Senior Managers, Software and Hardware Engineers, Facilities, Quality, Manufacturing, Purchasing, Accounts and MIS.
- Managed recruitment process of 30 staff (including CEO) for a new build project in Ireland, taking into consideration the expectations of candidates in a different country. Timescale for the project 4 months.
- Remotely managed recruitment of local staff in Malta. This required implementation of a new payroll system, researching local employment law and developing local employment contracts.
- Implemented seven discreet redundancy programmes ensuring fair and full selection processes, provision of job shop facilities and transparent communications throughout.

STAFF DEVELOPMENT

- Managed workforce planning for future business success by the implementation of succession planning and talent management programmes within the airline, radio communications and manufacturing market sectors.
- Supported change and innovation driving cultural change to transform service delivery and improve organisational effectiveness by embedding new corporate values across the organisation within the airline industry.
- Managed the acquisition of accreditation as an NVQ assessment centre for an NGO with the capability to support 36 staff through the qualification annually.
- Devised and implemented performance management and appraisal programmes in three organisations, coaching the managers through the new process.

- HR Business Partner for Airline Engineering Function supporting managers to proactively supervise and develop staff through objective setting and performance management.
- Developed and delivered programme of training to ensure the Staff Consultative Committees within Engineering and Airports functioned to best effect.
- Presented business plans to Senior Management, gained approval and developed a profitable cross-company training strategy including the set-up of a dedicated training suite and development of associated management training courses. The project broke even within 18 months and became a profit centre.

BENEFITS & REMUNERATION

- Managed company car fleet developing new policy, working with the service provider and manufacturers to reduce spend, and improve flexibility.
- Managed quarterly salary survey benchmarking exercise collating data from similar market sector organisations in order to determine annual salary review.
- Managed cost centre budgets and payroll budget of £10.5m.
- Developed and implemented a competency based framework and put into practice performance related pay within the airline industry.
- Represented the organisation within three businesses negotiating annual salary increases with unions and staff committees.

CHANGE MANAGEMENT

- Proposed, scoped and implemented change management programmes in recruitment, staff development, grievance and disciplinary, compensation & benefits and staff movements delivering cost benefits and improved employee relations.
- Authored company specific HR Strategy reports providing a framework based on a systematic approach matching the HR strategy to the company mission and business plan.
- Developed objectives and KPI's, trained and coached managers working one-to-one in order to embed a common culture and standard of HR management across all business units
- Implemented two Staff Consultative Committees to ensure staff representation. Developed and delivered training to committee members to secure future acceptance and effectiveness.
- Developed and implemented a health & safety and risk assessment policy for a medium sized transport company.
- Project managed, implemented, management mentored and trained evaluators in a new worldwide job evaluation system. Responsible for benchmarking roles world-wide ensuring total consistency of approach across the whole of Virgin Atlantic.
- Member of a HAY job evaluation panel, providing job analyst and job evaluation support for a total company review.
- Managed union request for recognition. Led management team. Developed corporate approach and subsequent campaign. Successfully defended request. Assisted company in successful campaign to keep unions out following a request for union recognition.
- Managing and objective setting for improvement projects from specification to implementation - e.g. staff handbook, recruitment advertising, induction procedure and introduction of the intranet.
- Developed, and implemented an online HR resource (based on a Wikipedia like tool) providing managers with a dedicated company based system designed to provide all HR, H&S and Finance documents, as well as access to external web based information.
- Developed, tested and implemented an HR Business continuity plan ensuring HR, training and payroll services could be maintained in the event of a minor or major incident.
- Implemented new IT initiatives enhancing the benefit HR provides to the business. These include on-line meeting facilities, dedicated online HR resources and better use standard office packages.

CORRECTIVE ACTION

- Defended and mitigated tribunal claims, managed grievances to avoid future tribunals and implemented company wide management training to avoid grievance.
- Advised on tribunal claims, ensuring the organisations had the best preparation possible, and were fully advised in cases where settlement needed consideration.
- Working with management and trade union representatives to resolve industrial relations issues. These range from the trivial through to redundancies and short-time working. Where necessary personally terminating employment contracts via the redundancy process.

GENERAL HR CONSULTANCY SERVICES

- Grown an HR consultancy, developing business directly with clients, scoping and quoting projects, implementing them, invoicing and providing post-project support.
- Business Partner working with the General Managers of seven distinct business units to provide cohesive HR practices across a multi-sited manufacturing organisation in support of the differing business objectives whilst ensuring fair and equitable treatment across the whole company.
- Acted as a peripatetic HR manager, providing support through specific projects and service level agreements to SME principals across the South East.
- HR consultancy for radio communications consultancy undertaking recruitment projects, the development and updating of policies and procedures and introduction of a comprehensive risk assessment and health & safety programme.
- Provided HR consultancy service for local coach company driving policy development.
- Undertook a full time six month interim HR Consultant role with Virgin Atlantic Airways (Engineering). This was extended to two years.
- Managed HR provision in the UK and abroad (Caribbean, South Africa, Nigeria and USA) based on expatriate and local country terms and conditions travelling abroad as required.
- Providing a consultancy service for approximately 700 staff. Assisting managers in the interpretation, understanding and use of the personnel practices and procedures to retain and develop their staff.
- Specified, costed, purchased and project managed a major computerised personnel information system installation for Ciba-Geigy. Having successfully completed the project, was asked by the vendor to project manage the installation of another system for United Biscuits.
- Undertook 6 month part-time Interim role as Deputy HR Manager for Hinchingsbrooke Hospital NHS Trust. Key responsibilities included recruitment of nurses, support staff and students. Other responsibilities included induction training, counselling, disciplinary and grievance hearings. Undertook a special project to improve the induction process.
- Developed recruitment system and job description methodology for a small American company based on Cambridge Science Park.
- Provided a professional CV writing service, career counselling, interview skills training and mock interviews for individuals.

PUBLICATIONS

- Produced and published a Job Search Manual (ISBN 0 9522448 0 2) to assist individuals maximise their potential and optimise their chance of success on the job market.
- Authored papers, podcasts and journal articles. Visit the download area of www.timelesstime.co.uk to view a selection of these

PROFESSIONAL EXPERIENCE

<u>Dates</u>	<u>Organisation</u>	<u>Location</u>	<u>Position</u>	<u>Organisation Raison d'être</u>
10.09 - current	TimelessTime Ltd	Sussex	Director	HR consultancy, interim roles and projects

07.08 – 09.09	Dogs Trust	London	Head of HR	Animal welfare charity 600 staff, 18 locations
05.06 – 06.08	Eaton-Williams	Kent	Group HR Manager	Specialist products and services for controlling indoor environments 350 staff, 2 locations and mobile staff
11.04 – 05.06	Connexions	Kent	Head of Personnel & Development	Free impartial, confidential advice, guidance, support and personal development services to 13-19 year olds 300 staff, 14 locations
07.00 – 11.04	MTR Ltd	Sussex	HR Consultant	Provision of Human Resource Management services
10.97 – 07.00	Thomson Training & Simulation	Sussex	Senior HR Officer	Development and manufacture of civil and military flight and ground force training simulators 700 staff
05.92 – 10.97	Berry Associates	Cambridge & Sussex	HR Consultant	Provision of short-term HR support
02.85 – 10.97	Ciba-Geigy	Cambridge	Senior Personnel Officer	Animal health and crop protection products 300 staff
09.82 – 02.85	Crystallographic Data Centre	Cambridge University	Senior HR Administrator	Dedicated to the advancement of chemistry and crystallography for the public benefit through providing high-quality information services and software
09.81 – 09.82	City of Ely College	Ely	Teacher of Science	Education of 11 to 18 year olds

EDUCATION AND QUALIFICATIONS

Current	Bachelor of Science in Psychology, Open University (distance learning)
2000 – 2002	Master of Arts in Human Resources Management , De Montfort University
1983 - 1986	Graduate Membership of IPM, Cambridge College of Arts and Technology
1977 - 1981	Bachelor of Education with Honours (II:II) , Newcastle University

MEMBERSHIP OF PROFESSIONAL ORGANISATIONS

- Qualified Teacher
- **Chartered Fellow of the Chartered Institute of Personnel and Development**
- Member of Open University Psychology Society

INTERESTS AND OTHER INFORMATION

- Computer literate with a good working knowledge of hardware and business software
- Interests: gardening, piano, mountain walking, skiing, coastal sailing
- Current clean driving licence
- School Governor for local secondary school (2001 to 2007)
- Former Venture Scout Leader gaining the Scout Association Long Service Award
- Have been security cleared to 'secret'; CRB cleared and Disclosure Scotland cleared to 'enhanced' level allowing me to manage and sign-off the disclosure process for Virgin Atlantic.

PERSONAL DETAILS

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