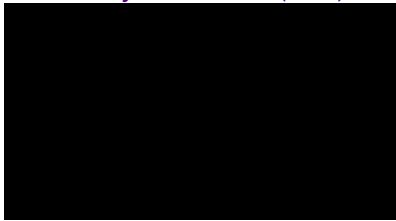


Michael Daniel Bear

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MSc HRM student at the
University of London (UoL)



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Summary

Skilled HR professional with a track record of managing teams, co-founding a business, and delivering HR services and support. Proficient in employee relations, performance management, recruitment, training, and compliance. I am studying MSc HR Management at the University of London to enhance my HR knowledge and skills. Able to provide effective HR solutions and advice to drive organisational growth and development.

Competencies

- ➔ Evaluating complex information
- ➔ Prioritising tasks from multiple sources
- ➔ UK-HR, CIPD, and CIPP qualifications
- ➔ MSc HR Management student at UoL
- ➔ Employment Law 2022/3 knowledge
- ➔ Payroll administration skills
- ➔ Employee coaching experience
- ➔ Confident learner of new skills
- ➔ Adaptable to disruption and crisis
- ➔ Confidentiality and trustworthiness
- ➔ Market trend & tribunal case awareness
- ➔ Investigations and policy expertise
- ➔ Modern computer proficiency

Employment

Jun 2018 – Sep 2022

HR Officer, London, SW8 1QH ▪ Hybrid
LSOP, residential care for elderly/disabled people

Year 1 ▪ 2018

- ➔ Coordinated rota for +120 employees across seven rotas manually.
- ➔ Conducted return-to-work interviews and explained procedures.
- ➔ Created and maintained personnel files for signed documentation.
- ➔ Documented working hours from clock-in cards for payroll.
- ➔ Took notes for formal meetings led by HR Manager.
- ➔ Reported figures to National Statistics Quarterly Business Survey.
- ➔ Managed resignation process, exit interviews, and employee retention.

Year 2 ▪ 2019

- ➔ Managed Brexit processes including right-to-work scheme documentation.
- ➔ Trained managers across sites on advanced computer skills.
- ➔ Administered client database, reporting, and user management.
- ➔ Held employee meetings on flexible working requests.
- ➔ Conducted recruitment/selection and job advert creation
- ➔ Implemented GDPR best practices and compliance across the site.
- ➔ Coached new managers on processes, policies, and procedures.
- ➔ Verified yearly annual leave entitlements.
- ➔ Implemented performance management plans for employees.
- ➔ Audited employee metrics for stakeholder meetings monthly.

Year 3 ▪ 2020

- ➔ Developed and implemented HR COVID processes.
- ➔ Created and managed staff COVID-19 case and vaccination trackers.
- ➔ Organised on-site vaccinations for employees.
- ➔ Tracked and reported COVID-related needs/costs for the government.
- ➔ Verified COVID cases and other related absences.
- ➔ Led new manager training and culture change in a crisis.
- ➔ Conducted investigations into alleged misconduct.
- ➔ Managed shadowing experience for new starters.
- ➔ Created employee statutory main terms and conditions.
- ➔ Trained personnel in payroll management and compliance.
- ➔ Negotiated with agencies, contract agreements, and invoice appraisal.

Year 4 ▪ 2021/22

- ➔ Promoted to HR Officer with expanded responsibilities and role.
- ➔ Investigated all formal employee relations as a lead officer.
- ➔ Investigated attendance issues and capability processes.
- ➔ Digitised headcount and employee metrics management.
- ➔ Developed a communication system to broadcast information.
- ➔ Created Excel-powered HRIS to track pay, absences, and overtime.
- ➔ Improved Excel-based solution with conditional formatting and formulas.
- ➔ Reduced time spent to maintain employee metrics by 50%.
- ➔ Deputised HR Manager role after the incumbent's departure.
- ➔ Advised stakeholders at other locations.
- ➔ Implemented weekly manager coaching to optimise performance.
- ➔ Managed all open ER cases and liaised with the external legal team.
- ➔ Onboarded, coached, and trained new HR Manager in procedures.
- ➔ Left to focus on MSc HRM studies.

Education

- 2022-24 **MSc HRM (in progress)**
University of London
- 2022 **The Manager's Toolkit**
University of London, MOOC
- 2022 **Module Suite Update 2022**
ACAS, MOOC
- 2022 **Employment Law 2022**
ACAS, MOOC
- 2021 **Employment Law 2021**
ACAS, MOOC
- 2021 **Vaccination Uptake Training**
Royal S. Public Health, MOOC
- 2021 **People Management Skills**
CIPD, MOOC
- 2020 **Difficult Conversations**
ACAS, London
- 2020 **Understanding GDPR**
FutureLearn, MOOC
- 2020 **HR Fundamentals**
CIPD, MOOC
- 2020 **Logical & Critical Thinking**
FutureLearn, MOOC
- 2018 **EU Settlement Scheme**
Home Office, MOOC
- 2017 **Level 3 Diploma HRP**
CIPD, Manchester
- 2014 **Excel Advanced Training**
NILC Training, Cardiff
- 2013 **Emerging Leaders Cert.**
Firstsource Solutions, Cardiff
- 2011 **Contact Centre Training**
ITEC Training, Cardiff
- 2010 **BSc Econ Politics & Sociology**
(*withdrawal: Dec. 2010*)
University of Cardiff
- 2008 **A Level (AABC)**
Barry Comprehensive, Wales
- 2005 **GCSE (AAAAAABBBBCC)**
Barry Comprehensive, Wales

Feb 2014 – Jun 2018

Co-Founder, Manchester, M1 3BR ▪ Remote
Webwarecare, a web development services company

Year 1 ▪ 2014

- ➔ Co-founded a B2B web development company for Magento users.
- ➔ Acquired new clients in a business development capacity.
- ➔ Managed client relationships, contracts, and invoices.
- ➔ Authored company policies, including privacy and terms of service.
- ➔ Became an expert in social media management and online advertising.

Year 2 ▪ 2015

- ➔ Managed bookkeeping via the accounting platform and liaised with HMRC.
- ➔ Optimised client onboarding process and procedures.
- ➔ Created and curated CRM to optimise client management.
- ➔ Maintained client relationships with meetings and engagement.
- ➔ Utilised social media to promote online presence and client attraction.

Year 3 ▪ 2016

- ➔ Devised and developed viral content side-project "ShareSaw".
- ➔ Created and curated subreddit /r/HumanResourcesUK, +1.6k members.
- ➔ Studied CIPD Level 3 Diploma to professionalise HR skills.
- ➔ Led a direct marketing campaign for Magento businesses.

Year 4 ▪ 2017/18

- ➔ Finalised a large contract with an international beauty brand.
- ➔ Pivoted to B2B contract work.
- ➔ Achieved CIPD Level 3 Diploma and focused on HR job opportunities.
- ➔ Closed business after co-founders accepted employment offers.

Jan 2010 – Feb 2014

Team Manager, Cardiff, CF10 4PJ ▪ On-Site
Sky, media and entertainment company

Year 1 ▪ 2010

- ➔ Started as a Telephone Customer Care Agent in customer retention.
- ➔ Exceeded KPIs for sales, retention rates, and engagement consistently.
- ➔ Became an expert user of proprietary CRM to manage B2C accounts.

Year 2 ▪ 2011

- ➔ Promoted to Staff Training Team Leader to train new starters.
- ➔ Managed new starter teams of 10-15 employees.
- ➔ Led 1-to-1 employee feedback meetings and further development.
- ➔ Monitored and assigned learning development of employees.
- ➔ Authorised holiday requests and managed employee absence.
- ➔ Coached a total of +100 employees during tenure.

Year 3 ▪ 2012

- ➔ Promoted to Customer Care Team Manager of 20-30 employees.
- ➔ Led recruitment and selection of new candidates.
- ➔ Validated payroll files for the team and final BACS execution.
- ➔ Led morning team meetings to reinforce past successes.
- ➔ Monitored team output for policy and procedure breaches.
- ➔ Became forum admin for team intranet group.
- ➔ Formalised management learnings with Emerging Leaders Certification.
- ➔ Managed a total of +150 employees across five teams during tenure.

Year 4 ▪ 2013/14

- ➔ Contributed to the development of complex performance spreadsheets.
- ➔ Led 20 formal meetings with employees across the company.
- ➔ Consulted HR on potential outcomes following meeting adjournments.
- ➔ Authorised four dismissals, nine verbal warnings, and seven written.
- ➔ Co-managed a team of 60 employees for a new product launch.
- ➔ Assisted with the overhaul of onboarding and training processes.
- ➔ Attended five job fairs to interview and select new candidates.
- ➔ Participated in conference calls to discuss performance metrics.
- ➔ Developed professional interest in HRM as a career path.