

Michael Bear

MSc, Assoc CIPD

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PROFESSIONAL PROFILE

Operational HR practitioner and Associate CIPD member with experience supporting a regulated workforce of 120+, including a period as Acting HR Manager. Combines employee relations, compliance, payroll and process-improvement experience with earlier people-management and technology-business work, supported by an MSc in Human Resource Management (Merit) and quantitative research into generative AI adoption at work.

CORE COMPETENCIES

- **Demonstrated HR Practice:** HR advice, employee relations case management, UK employment law and GDPR compliance, payroll and scheduling administration, recruitment, and interview coordination.
- **Operational Leadership:** Team management, performance coaching, training design, service delivery, process standardisation, and change support.
- **Systems & Process Improvement:** Microsoft 365, CRM and care-management system administration, payroll controls, workflow improvement, and BrightHR selection and migration preparation.
- **Developed Capability:** MSc-level study in strategic workforce planning, people analytics, EDI, performance management, and generative AI adoption.

PROFESSIONAL EXPERIENCE

HR Officer | LSOP | London

Jun 2018 – Sep 2022

Reported to the HR Director, delivering generalist HR support to a workforce of 120+ and assuming Acting HR Manager responsibilities for two months following the HR Manager's departure.

- **Employee Relations:** Investigated 10 employee relations cases and led three formal disciplinary processes as Acting HR Manager, following UK employment law and internal procedure.
- **HR Advice & Site Visits:** Provided a central point of contact for HR advice and visited two other sites across the estate.
- **Compliance & Risk Management:** Conducted accident-related risk assessments and managed Brexit-related right-to-work activity and GDPR compliance, maintaining accurate employee records.
- **Recruitment & Records:** Supported recruitment administration, maintained employee files, and prepared routine HR documentation for managers and employees.
- **Payroll & Administration:** Maintained weekly manual payroll inputs for 120+ staff and prepared monthly payroll for final approval; standardised scheduling and interview procedures.
- **Training & Development:** Trained HR colleagues and designed and delivered training to meet operational needs.
- **HR Systems Development:** Contributed to BrightHR selection and began preparing employee data for the planned migration; also administered the site's care-management system.

Co-Founder & Business Partner | Webwarecare | London

Feb 2014 – Jun 2018

Co-founded and operated a technology services business, combining client delivery, commercial administration, and process improvement.

- **Systems & Client Delivery:** Reconfigured the CRM and centralised client records, simplifying administration and speeding up client onboarding.
- **Commercial Governance:** Introduced financial controls and payroll checks, improving reporting accuracy and supporting HMRC compliance.
- **Business Development:** Built the client pipeline through market positioning, B2B sales, and digital community engagement.

Team Manager | Sky | Cardiff

Jan 2010 – Feb 2014

Progressed from Customer Care Agent to Team Manager, leading a team of 10-20 employees in a high-volume service environment.

- **Change & Onboarding:** Co-managed a department of 60 staff during a major product launch and helped redesign onboarding to support faster new-hire integration.
- **Performance Management:** Used CRM data to identify service and performance issues and target coaching across a team of 10-20 employees.

EDUCATION & QUALIFICATIONS

MSc Human Resource Management (Merit) | University of London

Dec 2022 – Dec 2025

- **Dissertation:** *'The Adoption of Generative AI in UK Human Resource Management: The Primacy of Direct Experience over Perceptual Models'* - Conducted a quantitative survey of 148 HR professionals, using factor analysis, correlation, and hierarchical multiple regression to examine the influence of perceptions and direct experience on adoption intention.
- **Core Modules:** Global HR and Diversity Management, HR Strategies, Employment Law, Selection and Assessment, Leadership and Performance Management, and Research Methods.

CIPD MEMBERSHIP & QUALIFICATIONS

- **Associate Member, Chartered Institute of Personnel and Development (Assoc CIPD).**
- **Level 3 Diploma in Human Resources Practice (QCF):** Awarded 2017.

PUBLICATIONS & PROFESSIONAL STANDING

- **Author:** *A Practical Guide to UK Employment Law* (ISBN: 978-1-3999-6630-6). A practical guide to UK employment law and workplace compliance.
- **Professional Writing:** Maintain michaelhr.com, publishing analysis on HR systems, operational improvement, and UK employment law.
- **Current Writing Project (2026):** Writing *AI at Work*, a practitioner guide to responsible AI adoption, job design, employee relations, and workforce transition in UK organisations.