

**Mehak**

**Human Resources Business Partner | Senior Human Resources Manager | Senior HR Advisor**

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**CIPD Level 5 qualified HR professional with over 7 years of experience** in facilitating effective HR advisory to deliver business value and operational efficiency. Strong exposure in design & implementation of sound people management practices, organisational design, and cost effective business models. Proven expertise in conceptualizing innovative policies and procedures by devising and implementing the change to support the delivery of an integrated and progressive HR service for the Trust.

Successfully integrate personnel leadership and expertise in pursuit of bottom-line goals in pursuit of HR needs and specifications to achieve strategic objectives. Holds extensive generalist/recruitment experience in the public setting with expertise in capitalizing on planning, developing performance improvement strategies, handling large workforces and maintaining amicable work environment in the organisation.

Proven success in recommending strategic advisory on improving, motivating and retaining manpower and streamlining core Human Resource Administration Management functions, including talent acquisition, recruitment life cycle management and competency mapping.



**CORE COMPETENCIES**



**CAREER PROFILE**

Mehak.387518@2freemail.com

**Since Jan 2016: Vale of Aylesbury Housing Trust (Aylesbury), Buckinghamshire, UK**

**As Human Resources Assistant/Advisor**

* Worked in the capacity of HR Advisor to facilitated seamless support on disciplinary, grievance, performance, redundancy, TUPE and absence issues.
* Reduced HR operational costs, enhanced management effectiveness, optimized employee involvement, delivered measurable performance improvement and better service.
* Facilitated specialist advice and developed relationships with management and employees to contribute to the decision making processes within the Trust on all people related issues.
* Identified and researched human resources issues and conducted information, analysis to provide recommendations on organisation strategic thinking and directions.
* Developed HR processes and supported in decision making to identify/eliminate Employee Relations issues by coordinating with coaching and developing managers.
* Made vital recommendations for continual improvement and efficiency savings to the HR Business Advisor by reviewing HR Processes to ensure that they remain relevant and in line with business needs.
* Created and delivered engaging and innovative employment law and HR policy workshops for Managers and staff by working with the HR Business Partner.
* Streamlined recruitment process through innovative approach to ensure that the Trust attracts high caliber candidates and makes robust recruitment decisions.
* Developed and implemented Business Systems while leading entire project to develop HR solutions by studying the existing structure, understanding and analyzing the impediments.
* Introduced Value for Money initiatives throughout the HR team; improved organisational performance by setting up HR metrics and establishing benchmarks.
* Organized numerus events, including trainings, presentations and Christmas parties along with other event bookings, including for visitors to come in and talk about the benefits that can be provided to employees etc.
* Produced statistical data and analysis of information in support of the HR function as required and contributed in preparation of and produce monthly KPI data on behalf of the HR Team.
* Designed, developed and maintained HR policies and procedures to support the business to cope up with industry trends and HR best practices. Produced regular reports for EMT on HR metrics.
* Developed and maintained effective relationships with external partners, including the Occupational Health Physicians to maximise service delivery and value for money.
* Developed and executed innovative approaches to recruitment in order to ensure that the Trust attracts high calibre candidates and makes robust recruitment decisions.
* Designed, implemented and maintained appropriate HR Policies and Procedures to support the business, ensuring that they reflect current legislation and best practice.
* Reduced the time taken to deal with absence, disciplinary, grievance and performance management issues by working closely with Managers.
* Ensured that payroll amendments are addressed in a timely manner and that records remain accurate at all times.



 **EDUCATION/CERTIFICATIONS:**

* CIPD Level 5 Diploma in Human Resource Management, 2017 - 2018
* BA (Hons) Business Organisation: 2:1

University of Hertfordshire, 2006 – 2010

* Absence Management Workshop, ACAS 2017

 **KEY CAREER HIGHLIGHTS**

* Saved £32,000 for the year for the Vale of Aylesbury Housing Trust by recommending and implementing a new HR system.
	+ Awarded Gems award and - Employee of the Month with an award of £500 worth vouchers.
* Updated the Data Protection Policy in compliance with the GDPR within the stringent time frames
* Accomplished a project ‘Trust Rewards’ to introduce benefits for the employees.
* Delivered significant savings year on year through employees benefits with discounts.
* Led project for health and wellbeing for all Employees – organised free yoga/ exercise classes, conducted healthy eating competitions with a prize for the winner.





* Awarded ‘the women’s award’ for being the best HR employee.
* Introduced Fruity Tuesdays to encourage healthy eating among employees.
* Arranged a free full health check up every year to create health awareness and facilitated free Influenza injections to all employees every year.
* Organized workshops to provide financial support from Metro bank to provide advice on how to save money and track everyday expenses and live a better stress free life.
* Conducted employee survey to identify process gaps and recommend effective measures to improve and increase employee engagement.
* Promoted inbuilt social media platform to share the views.
* Developed policies, including ‘absence policy’, ‘flexible working policy’, Maternity/Paternity policy’ ‘Recruitment Policy’, ‘GDPR policy, etc.

**PROFESSIONAL SKILLS**

* Microsoft Office (MS Word, MS Excel, MS Access, and MS PowerPoint).
* Access - Select HR Solutions, Vacancy Filler, Workspace, Resource Link, HR Work Space, iGrasp, Peoplechecking, DFT, Microsoft Packages, MTrust, eArcui and SAP.
* Attended numerous presentation and organisational skills workshops.
* Business School Final Year Representative - voiced student opinions and feedback through meetings with the head of business school on a regular basis to ensure students were receiving the best education with sufficient facilities.

 **PERSONAL INFORMATION**

* Date of Birth: 10th Jun, 1986
* Nationality: British Pakistani
* Driving License: Valid UK Full DL
* Marital Status: Married
* Dependents: 2
* Languages: English, Urdu, Hindi, Punjabi and Pahari

**Mar 2014 – Jan 2016: Watford, UK**

**As Personal Care Assistant Administrator**

* Handled recruitment by interviewing, shortlisting and selecting candidates. Developed and implemented an annual agenda for recruitment strategy in line with the business plan.
* Ensured all plans support the needs of the business but are also flexible enough to cope with changes in the organisation, as and when they occur.
* Involved in handling the absence and holiday recording system, placing orders and keeping up to date with Stock. Liaised with the Management to understand the recruitment needs for their respective verticals and ensures the SLA are met on or ahead of time.
* Negotiated salaries, administered compensation, staff turnover and forecasted/ planned recruitment, ensuring sufficient headcount as per requirement.

**May 2011 – Jan 2015: Gatwick Airport (Northgate Arinso, NGA), UK**

**As Recruitment Administrator (HR)**

* Supporting in driving recruitment campaigns for security officers and firefighters and the on-boarding process for new employees - interviewing and psychometric testing.
* Increased organisational HR efficiency by implementing a new recruitment/HR System.
* Accomplished a team project to create process maps; facilitated confidential advice, support and guidance to managers and employees on company policies and procedures.
* Prepared daily reports according to laid down procedures, policies and regulatory requirements on a regular basis for the smooth functioning.
* Supervised, coached and advised to the recruitment team working on Non-Aso's and assisting with the helpline that receives up to 120 calls per day during peak period.
* Achieved authorised signatory status for Gatwick Airport Limited – Approving and signing off.
* Ensured the smooth flow of operations by managing HR administrative operations with creative planning and strategic inputs to realize organisational objectives.
* Conceptualized and implemented need based analysis, gap analysis and designed solution after thorough analysis to enhance operational efficiency and optimize resource utilization.
* Ensured compliance to visa restrictions for non EU passport holders, ascertaining to meet quality parameters for new starter contracts and offer letters, CRC applications.
* Coordinated with Disclosure Scotland and the DfT with regards to CRC (DBS) and CTC level security checks for employees who are required to work airside.
* Acted as the First point of contact liaising with Gatwick Airport HRBPs and hiring managers in regards to any sensitive issues or employee concerns as well as best practise advice.

**Apr 2011 – Apr 2011: KPMG**

**As HR Assistant (Recruitment)**

* Developed recruitment and selection process for all staff across the organisation ensuring accurate adherence to organisations procedures, KPMG Recruitment Check Standards and quality standards.
* Handled telephone and face-to-face enquiries promptly and efficiently, provided effective advice to candidates, recruiting managers and general public.
* Administered all aspects of the recruitment and selection process from placing adverts on iGrasp to interface KPMG jobs, contacting applicants, arranging interviews to the appointment of the candidate.
* Met and greeted all employees and ensured all personal identification was verified and photocopied for pre-employment checks (DBS checks, right to work in the UK, Medical checks, BUPA forms, etc.)
* Completed employee’s contracts and calculated the correct annual leave, updating SAP and iGrasp.

**PAST EXPERIENCE**

**Apr’11 – Apr’11: KPMG as Front Desk Receptionist (Temporary Role – Cover)**

**Mar’10 – Sep’10: S&A Fast Track Services (Part time) as HR Administrator**

**Sep’07 – Apr’08: Mothercare Head Office as Customer Service Advisor (Part-time)**

**May’06 – Dec’06: Asda as Part-time Checkouts Operations Assistant (Checkouts)**

**Nov’04 – May’06: Intecare Ltd as Personnel Administrator**

**CAREER PROFILE Cont.…**

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Please scan to capture contact details

**REFERENCES**

Available