Alicia Victoria Woods

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Personal Profile

I am a confident and knowledgeable HR Advisor with experience in providing advice and support to various managers on complex and sensitive employee relation issues. I possess strong communication and interpersonal skills which enables me to establish effective working relationships with managers, employees and Trade Union representatives.

I have the ability to effectively influence managers in order for them to come to an informed decision by providing them with all their relevant options and subsequent outcomes. When negotiating with Trade Union representatives, I have consistently displayed the ability to be diplomatic and objective ensuring that a consistent and fair process is followed across the organisation.

Being someone who has experience within a legal and human resources setting, I possess extensive knowledge of employment legislation and ensure when providing HR advice that my advice is legally compliant with current employment legislation.

I am current looking for a HR position which will provide me with the opportunity to develop my current skills set and continue to further develop my career in HR.

Employment History

**May, 2017 – To date**

**N Compass North West – HR Advisor**

* I work closely with colleagues across the business to monitor, review and update all policies in line with current legislation and best practice.
* I provide an advisory service to all employees ensuring that they are fully aware of their rights and entitlements.
* I manage staff relationships, promptly respond to queries and manage expectations.
* I support line managers with all aspects of case management, including; employee grievances, disciplinary and capability investigations and hearings.
* I assist with recruitment campaigns, including; advertising, shortlisting and interviewing candidates and conduct employee new starter inductions across the organisation.
* I prepare monthly reports and analyse a range of statistical HR metrics for both the finance team and HR Manager from our HR system (Cascade).
* As part of the HR team I help to drive organisational performance by driving core business objectives and ensure that the People Plan objectives are met.
* I provide support to the HR Manager on key projects such as TUPE and restructures by conducting consultation meetings and the drafting of relevant documentation.

**August, 2016 – April, 2017**

**Lancaster University – HR Advisor**

* I provided advice, coaching and guidance to line managers which is legally compliant and in line with the relevant University procedures on matters relating to complex and often sensitive employee relation cases.
* I provided HR support to internal and external investigating officers in the management of casework, specifically investigations into conduct, capability and grievance matters, including informal and formal liaison with Trade Union representatives.
* I contributed to the review and development of HR policies and procedures, including; the capability procedure and the sickness absence procedure in accordance with the University Policy Development Framework, negotiating with Trade Union representatives where required.
* I monitored sickness absence across the University faculty’s I supported. Upon monitoring such, I provided support and guidance to managers where required on occupational health referrals, stress risk assessments, absence management issues and return to work interviews.
* I provided support to the HR Partner team with organisational changes including; assisting with restructures/redundancy/redeployment activity. Including advising at consultation meetings and the providing both managers and employees advice on the relevant process.
* I prepared reports and analysed a range of statistical HR metrics for faculty committee meetings such as the number of sickness absence cases, capability and disciplinary cases.
* I assisted with TUPE transfers such as assisting with the harmonisation of our terms and conditions.
* I assisted with the recruitment of various employees across the University by being an interview panel member, ensuring best HR practice is followed.
* I was an active member of the Recruitment Working Group, Customer Charter Working Group/HR Service Excellence and Race Equality Working Group.

**October, 2015 – July, 2016**

**Forbes Solicitors – Employment and HR– Chartered Legal Executive Lawyer**

* I provided up to date employment law advice to HR Managers/Line Managers/Business Owners from the public and private sector on a day to day basis. Advice including; how to handle disciplinary cases, grievances, performance management, sickness absence, maternity pay and leave and organisation restructures including redundancies.
* Completion of drafting appropriate employment contracts, employee handbooks or specific policies and procedures as requested by the client.
* I conducted independent grievance and disciplinary investigations for businesses, collating all evidence found into a clearly presented report.
* Displayed the ability to resolve complex employee relation issues within various client organisations both in the public and private sector.
* As an Edapt caseworker (a teachers’ alternative to a Trade Union) I have provided support to individuals in employment disputes, representing various teachers across the UK in disciplinary hearings, grievance hearings and capability meetings.
* I drafted and checked documentation for clients in accordance with employment legislation, including; termination letters, grievance appeal outcome letters.
* I provided advice on Settlement Agreements for employees and drafted Settlement Agreements for employers where required, entering in to negotiations with former employees and solicitors on terms of the agreement in order to complete.
* I identified areas of the human resource process that need attention, highlighting any potential risk to the clients in order to protect their business.
* I took part in regular employment seminars, training days, mock employment tribunals to businesses on various employment law topics.

**February, 2014 – September, 2015**

**Wyre Borough Council – Legal Services and HR Department - Legal Executive**

* Worked alongside the Council’s Human Resource department via assisting with the update of various policies and procedures, e.g. the shared parental leave policy and assisted with the recruitment process by the drafting relevant job descriptions when required. Provided advice regarding settlement agreements, producing a settlement agreement template for future use.
* Preparation of legal documentation in order to recover debts owed to Wyre Borough Council.
* Attended monthly debt recovery meetings and updated the financial services team on the current position of each debtor and whether there are any debtors to be written off.
* Implementation of temporary road closures under the Town Police Clauses Act 1847 and Tree Preservation Orders under the Town and County Planning Act 1990.
* Dealt with all administration functions for Wyre Borough Council’s legal team.

**February, 2013 – February, 2014**

**NHS Student Bursaries – Bursary Processor**

* I processed NHS student travel/accommodation and disabled student allowance claims. Input data daily in order to meet the set targets given for both quantity and accuracy.
* Dealt with call referrals from NHS students where I have to deal with any complaints or queries.

**July, 2012 – February, 2013**

**John Cunningham & Associates Solicitors – Fee Earner/Paralegal**

* At JCA I was a file handler for over 170 RTA cases totalling over £100,000 in portal costs.
* I have displayed excellent client care skills, management, communication, marketing and organisational skills as evidenced by the positive feedback forms completed by subsequent clients. Displayed the ability to work in a fast past environment, prioritising tasks in order to meet deadlines and achieve my monthly targets.
* General tasks included; liaising daily with; clients, medical practitioners, physiotherapists, engineers and third party insurers. Investigating ‘dead’ files by direct cold calling in order to attract new business/clients. Preparing court documents for Stage Three settlements. Issuing cheques to claimants, balancing accounts before closure of files.

**June, 2008 - September, 2009 & May, 2011- September, 2011**

**Blackpool Council- Blackpool Fylde & Wyre Credit Union - Administration Officer**

* I played a pivotal role in the design and development of a new Credit Union.
* I was actively involved in developing marketing aids; such as our membership leaflets and posters.
* I have worked in close conjunction with external professionals when taking minutes for monthly Board Meetings.
* General administration work such as; managed the filing for over 2000 member’s files, ordering office stationary, setting up member accounts on the ‘Curtains System’ and performing identity check reports on Equifax.

Education and Qualifications

**Blackpool & the Fylde College 2015 – 2016**

CIPD Intermediate Diploma in Human Resources Management (Level 5) – June 2016

**Chartered Institute of Legal Executives (CILEX) 2014 – 2015**

CILEX Graduate Fast-track Diploma (Level 6 Diploma in Legal Practice)

Units studied include: Client Care Skills, The Practice of Employment Law and Civil Litigation

**University of Central Lancashire 2009 - 2012**

BA (Hons) Law and Criminology Degree (2:1)

**Blackpool Sixth Form College 2006 – 2008**

4 A Levels A-C Law, English Language, History and General Studies

5 AS Levels A-DLaw, English Language, History, Psychology and General Studies

**Cardinal Catholic High School 2001 - 2006**

10 GCSE’s A\*-C English Literature, English Language, Maths, Science, I.T,

 Art, Religious Studies, History and Geography.

Additional Skills

I possess a full clean driving licence.

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References are available on request