Lucy Lenton

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CIPD qualified manager with good HR, project, resourcing and change experience. Effective communicator with a passion for engagement and continuous improvement. Looking to progress in a HR role to further build my capabilities. Optimistic and enthusiastic, I enjoy working in diverse teams to achieve objectives through a variety of methods.

Education & Qualifications

**2015-16. CIPD Level 5 Certificate in Human Resources Management. Runshaw College. Associate CIPD.** Modules completed: HRM Strategy, Employee Engagement, Reward Management, Talent and Resource Planning & Developing Personnel Practice.

2002. BA Hons Communication Studies with minor in Human Geography. 2:1. University of Leeds.

Experience

**Sodexo UK & Ireland: 2008 – Current.**

Sodexo is a global facilities management organisation with over 35,000 UK & Ireland employees. Partnering with a wide variety of clients in the public and private sectors we seek to improve Quality of Life through provision of customer focused facilities activities.

**March 2017 – current. HR Business Partner (Projects and North Region). Sodexo Healthcare**

HR Business Partner responsible for 20 sites nationwide, including 3 NHS hospital trusts, 12 private Nuffield Hospitals and a number of residential homes. Provide guidance and advice on all employee issues including absence management, disciplinary and grievances. Support and coach managers to manage their employees effectively. Also manage HR communications across the segment and undertake projects including National Minimum Wage uplift, data cleansing for bonus payments and management of employee data on SAP HR. Also act as a segment Engagement Champion, working with my colleagues to improve employee wellbeing and engagement scores.

Currently mobilising a new contract in Doncaster, circa 130 employees. Conducting one to ones, workforce planning, recruiting vacant roles, developing organisation structures and collating TUPE information.

**June 2013 – February 2017. Resourcing & HR Compliance Team Manager, HR Shared Service Centre.**

Managing a Team of 8 within Sodexo HR shared service centre. The team support internal and external customers with a range of recruitment and compliance processes including role advertising, use of the careers centre, interview administration, offer and contract production, Disclosure & Barring Service checks and right to work audits. Also had responsibility for a number of PeopleCentre projects that supported our strategic plan.

**Leadership**

* Responsible for the provision of a high responsive and customer focused Resourcing & Compliance helpdesk service that manages recruitment and pre-employment processes for over 1000 hires per year. This includes candidate management, interview arrangement, offer letter production and appropriate employee checks including DBS and Right to Work.
* Holding regular 1-2-1 and development meetings with team members; several employees have progressed to other roles within Sodexo.
* Case Management of complex queries / service issues through to resolution.
* Managing cases of absence and capability within the team in conjunction with Employee Relations team.
* Working closely with peers as part of Extended Management Team to drive improvements across PeopleCentre. Recently introduced a ‘back to the floor’ manager exercise.

**Engagement**

* Analysis of PeopleCentre Aon Hewitt Engagement Survey results – building low scoring areas into Engagement Plan.
* Leading PC Engagement Plan; devising workshop content, facilitating sessions, collating feedback and developing project plan.
* Managing Investors In People reaccreditation for PeopleCentre to achieve Gold; coordination with HR teams across the business, conducting self-assessment, sharing of best practice and development of communication and pre assessment pack to advise on timelines.
* Diversity & inclusion champion, part of an internal team responsible for rolling out award winning Spirit of Inclusion session to UK&I management population.

**Data and Reporting**

* Producing Management Information from careers centre to demonstrate key resourcing data with segment specific information.
* Surveys; using survey tool to design and launch quarterly surveys seeking feedback from managers, candidates and new starters. Collating results into report used to shape recruitment function.
* Provision of data to National Statistics Agency Vacancy Survey.

**Quality & Improvement**

* Regular review of team workload to ensure completion within KPI and achievement of SLA’s.
* Managing key stakeholder expectations, delivering support and guidance to our managers. Representing resourcing and compliance function in quarterly service review meetings, preparing and delivering updates on key service issues.
* Review and improvement of Resourcing and Compliance processes, updating via Visio and uploading to Sodexo Intranet.
* Working with Sodexo bid team to create HR information library for use in tender process.
* Procured an online provider to manager DBS / Disclosure Scotland Checks, circa 150 per month to allow paperless checks which has reduced error rate by 40%.

**April 2012 – June 2013. HR Change Transformation Programme. Process Specialist.**

Secured an internal secondment opportunity. Working as part of the project team to deliver a large scale HR transformation programme to the business.

* Evaluating current AS-IS Processes and mapping TO-BE processes for the new HR structure which included the implementation of a new HR Shared Service centre.
* Organising and facilitating stakeholder workshops.
* Preparation of new process maps and procedure documentation with a focus on the Resourcing, Compliance and Onboarding areas of HR.
* Managing actions against a central project plan, working closely with PMO to ensure achievement of time specific tasks and activities.

**September 2008 – April 2012. Resourcing Partner.**

Managing the full recruitment cycle for head office roles across the UK & I business.

* Providing an internal recruitment service to business Line Managers to enable the ongoing recruitment and retention of talented candidates, providing advice and support on all recruitment and selection issues.
* Acting as the point of contact for active candidates, coordinating interviews, providing confirmation and post interview feedback.
* Managing the recruitment lifecycle and candidate administration via ATS.
* Working closely with key stakeholders to identify process improvements.
* Implementation of a new ATS; Tribepad including testing of the system, data transfer and training.
* Reviewing and managing the agency preferred supplier list, including performance and negotiation of rates.
* Attending stakeholder leadership meetings, delivering resourcing updates and presentations
* Proactively networking and sourcing candidates for all roles, making use of technology such as Linked In and CV databases.
* Working with our advertising agency to design and run press and internet campaigns.
* Attending local and national recruitment fairs to promote Sodexo as an employer of choice.
* Providing MI via recruitment reports and analysis of sourcing data to key stakeholders including department directors.
* Contributing towards a variety of resourcing projects including the launch of the current ATS Tribepad, the Refer a Friend scheme and the production of competency interview framework documentation.
* Facilitating monthly Diversity & Inclusion training days for all managers within the business. Selected and trained via a process of internal interview and external training provider.

**January 2008 – September 2008. HR/Resourcing Assistant. Guinness Northern Counties. Contract**

Guinness Northern Counties is a leading not for profit housing association. I joined the HR department during a period of transition to a shared service centre. My role encompassed:

* Managing the coordination of end to end recruitment process for all positions, working to strict deadlines.
* Assisting the wider HR team where necessary including responding to letters of resignation, conducting exit interviews and arranging temporary staff extensions.
* Reviewing HR and recruitment policies and processes, improving when necessary and cascading new information regarding employment legislation to recruiting managers.

**March 2007 – December 2007. Recruitment Assistant. Esso Serve Europe. Contract**

* Administering SHL psychometric tests including verbal and numerical reasoning.
* Arranging interviews and assessment days, including coordination of recruitment manager diaries and facilities.
* Acting as first point of contact for up to 60 temps, managing holiday requests and any issues.
* Responsible for exit interviews and reporting on reasons for leaving.
* Arranging medical screening and CRB checks for all potential employees.
* Processing weekly invoices using SAP**.**

**June 2003 – March 2007. Portland Resourcing. Account Manager. London.**

* SAP recruitment specialist for this London based recruitment agency.

In-house Training

* Employee Engagement, Coaching for Success, Managing difficult conversations, Leading and empowering teams.
* SAP HR with maintain access.
* Project Management. Prince2
* Organisational Culture & Change Management in conjunction with Coventry University. Merit.
* Diversity & Inclusion Facilitator for our Award winning management scheme ‘Spirit of Inclusion’.
* SHL Level A psychometric test administration.