# *Clare Louise Hewer*

# *(Assoc CIPD TAP Cert.)*

21a Common End, Distington, Workington, Cumbria CA14 5XT

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| Experienced and confident individual with practical skills and knowledge in all areas of Learning and Development and Human Resources.  Specifically focusing on Leadership Development, Absence Management, Performance Improvement, Capability, Recruitment, Disciplinary & Grievance, Mentoring, Coaching Budget Management, Customer Service, Stakeholder Engagement, Nuclear Safety, Health & Safety and Project Management |

###### Employment History

Director of CLH Learning Solutions

Contracted to Sellafield Sites December 2013 – March 2017

* Perform analysis, design and development of training and assessment materials using the ADDIE process inline with site standards and procedures
* Determine training needs by conducting Training Needs Analysis (TNA) and Job Task Analysis (JTA) and communicating outcomes to stakeholders
* Determine the most cost-effective training method (e.g., WBT/CBT, classroom, laboratory and OJT).
* Implement sound instructional design and development techniques, using analysis results.
* Develop applicable and meaningful objectives which identify the knowledge and skills that are needed by the trainee.
* Develop training material to support the objectives and is developed to support multiple learning styles.
* Determine training and student evaluation methodology and identify trends and
* Perform training program self assessments within the Directorate and define proposed corrective actions for identified issues.

**Learning & Development Business Partner**

Home Group Ltd April 2005 – July 2013

* Designed, delivered and evaluated in-house training and learning programmes/interventions and facilitate events to achieve objectives and meet customer and organisational needs.
* Effectively worked with L&D colleagues to support the development and deployment of activities in all areas of the business.
* Provided HR support and technical support on Recruitment, Disciplinary, Grievance and Capability and performance issues.
* Designed and delivered bespoke leadership development programmes and assessment centres for internal talent management scheme ‘Aspiring Leaders’
* Coached and supported all levels of management on Performance Management framework
* Produced reports on all aspects of service to assess effectiveness and return on investment of activities.
* Worked effectively with external trainers, consultants and other third parties involved in training programmes and events to ensure targets, quality and value for money are achieved.
* Worked within the budgetary parameters set by the Head of Operational Learning and monitor and manage regional L&D budget(s).
* Produced regional training and development statistics and the completion of the regular evaluations of service delivery.
* Supported corporate / change programmes where appropriate.
* Managed trainee programmes to ensure they are accredited and completed to the required standards.
* Contributed to the development of an effective risk assessment framework highlighting any risks from an HR perspective to the Director People Management and Development.
* Ensured the organisations values and policies including the Equality and Diversity policy and code of conduct are promoted in all aspects of business activity.

**National Training & Development Manager (12 month secondment)**

* Managed the effective performance of Learning & Development Advisors.
* Identified current and future learning and development needs by using a variety of diagnostic tools
* Developed and maintained an annual Learning and Development plan
* Managing the L&D budget and negotiating with external providers to ensure needs are met within budgetary constraints
* Commissioning and working with external providers to develop learning solutions
* Provided reports detailing L&D trends, KPI performance and return on investment analyses
* Regular national travel to attend senior management meetings to promote L&D services and to manage expectations around service delivery.

**Learning & Development Advisor – North West**

* Design, deliver and evaluate in-house training and learning programmes/interventions and facilitate events to achieve objectives and meet customer and organisational needs.
* Implemented a skills matrix which identified the minimal level of health & safety and job specific training required for all disciplines.
* Worked closely with other L&D advisors to adopt areas of best practice. This resulted in reduced duplication of work / time / effort and cost which allowed a more standardised approach to the service the L&D Team delivered to their customers.
* Partnership working with the GMB Union and secured funding for £22k through the Union Learn Fund.
* Responsible for providing regional KPI reports for Board Members, Regional Management and Executive Teams on monthly and quarterly basis.

**Projects Training Officer**

Morson International, Whitehaven Sept 2000 – April 2005

Seconded to British Nuclear fuels, Training Department

**Clerical Administrator**

Morson International, Whitehaven Oct 1999 – Sept 2000

Seconded to British Nuclear fuels, Training Department

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***Technical Officer***

Morson International, Whitehaven July 1996 - Sept 1999

Seconded to British Nuclear fuels

**General Administrator (Maternity Cover)**

Cleator Moor Employment Centre May 1996 to July 1996

High Street, Cleator moor.

##### Certification Clerk

Morson International, Whitehaven October 1994 - September 1995

Seconded to British Nuclear fuels

##### Data Input/Technical Clerk

Shepley Engineers Limited September 1992 - October 1994

Construction Site 3, Sellafield

# Education

Ehenside Comprehensive 1987 - 1992

Towerson Street

Wath Brow

Cleator

Qualifications

Level 5 Diploma in Human Resources

Level 3 CIPD Certificate in Learning & Development Practice

TAP Cert in Analysis, Design & Development

7 GCSE’s Grade B – D in 7 subjects including Maths & English

City & Guilds English

Certificates

NVQ Level 2 Business & Administration

NVQ Level 3 Business Management

Key Skills Level 2 Literacy

Key Skills Level 2 Numeracy

ILM Leadership & Management

### Additional Information

Date of Birth: 29th March 1976

Mobility: Car owner with full licence

Health: Very Good (non-smoker)