# *Clare Louise Hewer*

# *(Assoc CIPD TAP Cert.)*

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

Tel: 01946 834720

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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)