

MICHAEL BEAR ACIPD

HR Business Partner (HRBP)

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About

I possess over 15 years of diverse experience in HR operations, compliance, and employee engagement, during which I have enhanced operational efficiency and mitigated organisational risks for both innovative startups and established organisations.

My leadership has resulted in significant achievements, including a 25% increase in employee retention at LSOP London and a 30% year-on-year growth in client engagement at Webwarecare, demonstrating my commitment to fostering positive organisational cultures that align with strategic goals.

As I near the completion of my MSc in Human Resource Management at the University of London, I am eager to apply contemporary insights and methodologies gained through my studies to harmonise organisational objectives with the holistic development of the workforce.

Experience

MSc in Human Resource Management

Dec 2022 - Present

University of London · London, UK

- Projected Grade: Anticipated graduation in Q2 2025 with a projected grade of 'Merit,' demonstrating a solid understanding of contemporary HR principles applicable across various roles. This qualification will facilitate the attainment of CIPD Level 7 accreditation upon completion.
- Research Project: Conducted a study titled Exploring Organisational Adaptation to Digital Transformation in HRM: An Analysis Based on the Technology Acceptance Model (Q3 2024), investigating how organisations adjust to the evolving landscape of digital HR management.
- Research Proposal: Utilised Actor-Network Theory (ANT) to analyse dynamics in technology adoption, elucidating the complexities of societal integration and the interplay between human and non-human actors within the context of organisational change.
- Research Methods: Developed a robust foundation for evidence-based HR practices through comprehensive coursework in research methodologies and proposal development, ensuring mastery of various research techniques.
- HR Strategies: Attained high marks in the formulation of strategic HR initiatives that are aligned with organisational objectives, reflecting an effective synthesis of theoretical knowledge and practical application.
- Professional Development & Learning: Received merit for critically analysing frameworks that support employee learning and development, recognising their pivotal role in enhancing workforce engagement and retention.
- Selection & Assessment: Achieved merit for evaluating essential frameworks that augment workforce capabilities, demonstrating a strong understanding of effective recruitment and selection practices.
- Employment Law: Awarded merit for an extensive comprehension of employment legislation, ensuring compliance and effective management of employee relations within organisational contexts.
- Leadership & Performance Management: Recognised for critically evaluating leadership strategies that enhance team dynamics, showcasing an awareness of the essential factors that contribute to high-performance teams.
- Global HR & Diversity Management: Achieved distinction for emphasising the significance of diversity and inclusion within global HR practices, underscoring a commitment to fostering equitable workplace environments.

HR Officer

Jun 2018 - Sep 2022

LSOP London · London, UK

- Compliance & Risk Management: Oversaw compliance processes related to Brexit and GDPR, ensuring stringent adherence to regulations that mitigated organisational risks and safeguarded employee data integrity.

Links

Portfolio

www.michaelhr.com/

Skills

HR Operational Expertise: Conflict Resolution · Benefits & Compensation · Employment Law · Performance Management · Talent Acquisition · Employee Relations

Strategic HR Insights: HR Technology Proficiency · Succession Planning · Workforce Planning · Change Management · Project Management

Employee Development & Engagement: Diversity, Equity & Inclusion · Employee Engagement · Training & Development · Coaching & Mentoring · Cultural Competence

Analytical & Decision-Making Acumen: Data-Driven Decisions

Relationship Management Proficiencies: Communication Skills · Stakeholder Engagement · Organisational Development

- **Employee Retention & Engagement:** Implemented targeted initiatives such as regular surveys, feedback mechanisms, and employee appreciation programmes, which resulted in a 25% increase in retention rates and significantly improved employee morale.
- **Health & Safety Leadership:** Coordinated on-site COVID-19 vaccinations and health initiatives, prioritising staff wellbeing while rigorously adhering to public health guidelines and organisational protocols.
- **Office Management:** Effectively managed day-to-day office operations three to four times a week, overseeing administrative tasks, coordinating logistics, and facilitating effective staff communication. This role required strong initiative and problem-solving skills to maintain productivity.
- **Operational Efficiency:** Streamlined HR practices for over 120 employees by establishing standardised procedures for scheduling, interviews, and payroll management, alongside comprehensive documentation of HR meetings to enhance internal communication.
- **Talent Development & Training:** Designed and implemented comprehensive training programmes focused on skill enhancement and career progression, resulting in measurable improvements in employee performance and satisfaction, as evidenced by subsequent evaluations and feedback.

Co-Founder / Business Partner

Feb 2014 - Jun 2018

Webwarecare · London, UK

- **Business Growth Strategist:** Contributed significantly to establishing the enterprise, securing a consistent 30% annual increase in client acquisition through strategic market positioning and proactive relationship management with customised solutions.
- **Client Relationship Management:** Oversaw client relations, including contract negotiations, billing processes, and ongoing support. Enhanced the Customer Relationship Management (CRM) system, resulting in a 35% improvement in management efficiency and a 20% reduction in onboarding time through streamlined processes and comprehensive user training.
- **Community Engagement & Brand Development:** Strengthened the company's brand presence on Twitter/X through targeted marketing campaigns and community outreach, significantly enhancing brand visibility and fostering engagement through regular interactions and valuable content sharing.
- **Innovative Marketing Leadership:** Spearheaded targeted marketing campaigns for Magento businesses, achieving a 30% increase in lead generation and a 20% rise in conversion rates, while enhancing client engagement by 25% through effective social media strategies and interactive content.
- **Financial Oversight & Compliance:** Established streamlined bookkeeping procedures that reduced discrepancies by 15% through regular audits and reconciliations. Cultivated a collaborative relationship with HM Revenue & Customs (HMRC) to ensure compliance with financial regulations, delivering accurate reporting and timely submissions.

Team Manager

Jan 2010 - Feb 2014

Sky · Cardiff, UK

- **Cross-Functional Collaboration:** Facilitated collaboration with the HR department to co-lead discussions on performance metrics, significantly improving team productivity and engagement. Actively represented the organisation at job fairs to attract high-calibre talent.

- **Leadership in Recruitment & Compliance:** Led recruitment initiatives, ensuring strict payroll validation, adherence to company policies, and operational efficacy. Enhanced workplace culture and team dynamics through strategic leadership and targeted team-building activities.
- **Performance Management:** Utilised a proprietary Customer Relationship Management (CRM) system to drive team productivity and client satisfaction. Managed a team of 10-20 employees through targeted training initiatives, personalised feedback sessions, and effective absence management to optimise performance.
- **Promotional Achievements:** Progressed from Telephone Customer Care Agent to Team Manager, demonstrating a consistent record of exceeding sales, retention, and engagement targets for B2C accounts, thereby exemplifying a strong commitment to customer service excellence.
- **Strategic Development & Onboarding:** Co-managed a team of 60 during a major product launch, contributing to a comprehensive redesign of onboarding and training programmes that improved efficiency and engagement among new hires, facilitating their swift integration into the team.

Education

University of London | Master's Degree

Human Resource Management · Graduation: Jun 2025

Engaged in a comprehensive MSc programme that included coursework, examinations, and weekly discussion groups, thereby deepening my understanding of the critical role human resource management plays in shaping contemporary workplace dynamics and enhancing employee engagement.

1. **Employee Well-Being:** Conducted an in-depth exploration of initiatives promoting a positive work environment, thereby improving employee satisfaction and retention rates through well-structured programmes.
2. **Global HR & Employment:** Developed a nuanced understanding of managing diverse workforces across various cultures and legal frameworks, fostering inclusive practices that effectively leverage global talent.
3. **Strategic Objective Formulation:** Proficient in developing strategies aligned with organisational goals, effectively driving overall performance and success.

Coursera | Certificate

Workday Basics Series · Graduation: Jul 2024

Completed an extensive course in Workday, significantly enhancing my proficiency with its terminology and navigation—essential pillars for a career in HR technology.

1. **Adaptive Business Processes:** Mastered the adaptation of business processes to enhance organisational agility, facilitating a more responsive approach to evolving workplace demands.
2. **Configurable Security Frameworks:** Acquired a solid understanding of security frameworks that bolster organisational governance, ensuring compliance and safeguarding sensitive employee information.
3. **Workday Update Process:** Gained comprehensive insights into Workday's update process, recognising its vital role in fostering continuous innovation and improving user experience.

Acas | Certificate

Annual Employment Law Update Series · Graduation: Jan 2024

Successfully completed all ACAS Learning Online modules, which reinforced a comprehensive understanding of current employment legislation and established best practices.

1. Dispute Resolution: Developed effective strategies for managing workplace conflicts, aimed at fostering a harmonious environment and encouraging constructive dialogue among employees.
2. Employee Rights: Explored entitlements and protections under current law, providing a solid foundation for advocating employee rights within organisational contexts.
3. Workplace Discrimination: Gained valuable insights into legislation promoting equality and preventing bias, equipping me to actively cultivate an inclusive workplace culture that respects diversity.

Coursera | Certificate

The Manager's Toolkit · Graduation: Sep 2022

Completed a practical course aimed at enhancing managerial skills and improving people management within the workplace.

1. Conflict Resolution: Acquired various approaches for managing workplace conflict, including prevention strategies, negotiation techniques, and the role of mediation in facilitating resolutions.
2. Leadership Principles: Studied essential leadership concepts, including decision-making processes, diverse leadership styles, and effective team management techniques, which are crucial for fostering a productive work environment.
3. Performance Management: Explored methodologies to manage and enhance employee performance by establishing performance goals and implementing tailored improvement strategies.

CIPD | Certificate

Associate Diploma Level 3 in Human Resource Practice · Graduation: Feb 2017

Successfully completed the CIPD Level 3 Associate Diploma, focusing on fundamental HR practices that underpin effective workforce management.

1. HR Data Analysis: Developed competencies in analysing HR data to support evidence-based decision-making and enhance workforce planning initiatives, thereby contributing to more strategic HR functions.
2. Organisational Understanding: Gained insights into the structure and cultural dynamics of organisations, which informs the development and implementation of effective HR practices.
3. Performance Management: Acquired knowledge of methodologies for assessing and improving employee performance, emphasising the importance of constructive feedback and streamlined processes to foster a high-performance culture.

Barry Comprehensive School | Certificate

Further & Secondary Education · Graduation: Jul 2008

Successfully completed A Levels and GCSEs, establishing a robust foundation in critical thinking and analytical skills vital for continued academic and professional development.

1. A Levels: History (A), Sociology (A), English Literature (B), Politics (C)
2. GCSEs: History (A*), English Literature (A), Design & Technology (A), English Language (B), Geography (B), Religious Studies (B), Triple Sciences (CCC), German (C), Mathematics (C)

Projects

Research Project / Dissertation

Sep 2024

tinyurl.com/ysoyroa3 • Adaption to Digital Transformation in HRM

As part of the MSc studies at the University of London, this dissertation critically examined the acceptance of digital technologies among HR professionals and the perceptions held by non-HR professionals, utilising the Technology Acceptance Model (TAM).

1. Data Collection & Analysis: Facilitated the collection of qualitative data, which was systematically analysed through thematic analysis to reveal key trends and patterns in technology perceptions across different professional roles.
2. Literature Review: Conducted an extensive literature review that significantly informed the design and execution of an online survey, targeting both UK HR practitioners and non-HR professionals to obtain a nuanced understanding of technology acceptance.
3. Research Proposal: Developed a comprehensive research proposal that secured ethical approval, including the creation of participant consent forms and debriefing materials to prioritise participant welfare and ethical integrity.

A Practical Guide to UK Employment Law

Oct 2023

www.michaelhr.com/books/ • ISBN: 978-1-3999-6630-6

As the author of this inaugural book, I provide practical insights into employment law tailored for both employers and employees. This text explores essential topics such as contracts, dismissal, redundancy, and discrimination, serving as a comprehensive resource that underscores the pivotal role of HR professionals in fostering compliant and productive workplaces.

1. Comprehensive Coverage: The book offers in-depth insights into critical employment law topics, establishing itself as an invaluable reference for HR practitioners who navigate these complexities with confidence.
2. Practical Application: By incorporating case law examples and a glossary of common terms, the text enhances the practical understanding of legal concepts, thereby facilitating the implementation of employment law principles in everyday HR practice.
3. Professional Endorsement: Recognised in the November 2023 issue of CIPD People Management as “a guide to an accessible overview of the core principles of employment law in the UK,” this endorsement highlights the book’s significant contribution to enhancing HR professionals’ comprehension of employment law and its practical applications in supporting organisational objectives and employee welfare.

MichaelHR.com

Aug 2022

www.michaelhr.com/ • Professional Portfolio

As the creator of MichaelHR.com, a dynamic online professional portfolio dedicated to advancing knowledge and best practices in human resources, this site serves as a comprehensive repository of diverse resources, including articles, case studies, and tools that address contemporary challenges in HR management.

1. Commitment to Learning: The project exemplifies a strong commitment to lifelong learning in HR, serving as an invaluable resource for practitioners seeking to deepen their expertise and drive organisational success. By fostering

a community of knowledge sharing, MichaelHR.com contributes to the ongoing discourse on effective HR practices, empowering professionals to adapt to a rapidly evolving landscape.

2. Readership Demographics: MichaelHR.com targets HR professionals, aspiring practitioners, and organisational leaders eager to stay informed about best practices and emerging trends. This diverse audience benefits from practical resources tailored to varying levels of expertise, thereby enhancing their capacity to navigate the complexities of HR.

3. Strategic Focus: The site emphasises strategic HR initiatives, providing insights into organisational development, talent management, and employee engagement—critical areas that collectively enhance workforce effectiveness.

Community Founder of r/HumanResourcesUK

Nov 2017

www.reddit.com/r/HumanResourcesUK/ • Subreddit

Founded in response to the lack of online discussions focused on HR issues pertinent to the UK, r/HumanResourcesUK addresses a significant gap in a landscape predominantly oriented toward a US audience. This initiative creates a dedicated platform for UK HR professionals to share insights and resources tailored to their unique context.

1. Community Growth: Since its establishment, r/HumanResourcesUK has flourished, amassing over 21,000 members who engage in dynamic discussions on contemporary HR challenges specific to the UK. This growth reflects a vibrant community united by a shared purpose and commitment to mutual support.

2. Commitment to Knowledge Sharing: This project exemplifies a steadfast dedication to promoting collaboration and knowledge sharing within the HR field. It enhances the strategic capabilities of HR professionals as they navigate the unique challenges present in the UK context. By offering an accessible space for networking and dialogue, r/HumanResourcesUK cultivates an environment that nurtures professional growth and innovation, ultimately advancing HR practices within the sector.

3. Operational Framework: The community operates with minimal moderation, primarily prohibiting the promotion of commercial HRIS software. This framework encourages genuine engagement, allowing members to freely exchange experiences, advice, and resources without commercial bias, thereby enriching the discourse and fostering stronger professional connections.