

Michael Bear ACIPD

07904 598052 - michael.bear@michaelhr.com - linkedin.com/in/michaelhrdotcom – michaelhr.com

Overview

A career minded and dedicated professional with over 15 years of diverse experience in HR administration, operations, compliance, and employee engagement. Proven ability to enhance operational efficiency and mitigate organisational risks for both innovative startups and established organisations. Provided guidance during significant events such as Brexit, the launch of GDPR, and the impact of COVID-19 in the care sector.

Engaged as a full-time student at the University of London since 2023, pursuing an MSc in Human Resources Management. As the dissertation year commences and taught modules conclude, the pursuit of full-time employment is now underway.

A keen interest in technology drives a belief in the future of Human Resources as being rooted in technology-driven, data-backed decision-making, with AI and automation continuously enhancing efficiency and improvement. Seeking to align with an organisation which shares this passion.

As the dissertation year approaches, the aim is to secure a full-time role within a growth-minded organisation, applying a confluence of training and experience to a HR role with significant growth. Ambitions include advancing to the position of HR Director in a major organisation by the end of career, a goal that fuels a commitment to ongoing growth and development.

Work Experience

HR Officer · LSOP London · London, UK

Jun 2018 – Sep 2022

Oversaw the management of compliance with employment regulations, ensuring robust adherence to legal standards while fostering a culture of employee engagement. Implemented strategic initiatives that enhanced workplace culture.

- **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.
- **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 training programmes focused on skill enhancement and career progression, resulting in measurable improvements in employee performance evidenced by subsequent evaluations and feedback.

Education

MSc Human Resource Management

University of London - 2023-2026

Dissertation

Pending – Submission in September 2025

Employment Law

Distinction – 78%

Demonstrated extensive comprehension of current employment legislation, ensuring compliance and management of employee relations.

Global Human Resources & Diversity

Distinction – 73%

Emphasised significance of diversity and inclusion within global HR practices, underscoring my firm commitment to fostering equitable workplaces.

Leadership & Performance Management

Distinction – 71%

Critically evaluated leadership strategies aimed at enhancing team dynamics, showcasing awareness of essential factors for high-performance teams.

Human Resource Strategies

Merit – 67%

Formulated strategic HR initiatives aligned with organisational objectives, reflecting a synthesis of theoretical knowledge and practical application.

Selection & Assessment

Merit – 65%

Evaluated frameworks that augment workforce capabilities, demonstrating a strong understanding of effective recruitment and selection practices.

Professional Development & Learning

Merit – 64%

Critically analysed academic research that supported employee learning and development, recognising their role in workforce engagement and retention.

Research Proposal

Pass – 54%

Proposed study utilising Actor-Network Theory (ANT) to analyse dynamics in technology adoption in a HR context.

Leading & Developing People

Pass – 54%

Explored LMX and Leader-Follower relational theories, in addition to change management and coaching strategies.

Research Methods

Pass – 50%

Developed knowledge of both qualitative and quantitative research methodologies for evidence-based practice through comprehensive study.

Work Experience (continued)

Co-Founder · Webwarecare · London, UK

Feb 2014 – Jun 2018

Co-founded the enterprise and drove consistent annual growth in client acquisition through strategic market positioning and relationship management. Managed client relations and streamlined process to enhance operational efficiency.

- **Business Growth Strategy:** 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.
- **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 · Sky · Cardiff, UK

Jan 2010 – Feb 2014

Directed a diverse team, ensuring compliance with performance metrics while enhancing employee engagement through collaborative strategies. Spearheaded recruitment initiatives and streamlined onboarding processes.

- **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.
- **Recruitment & Compliance:** Led on 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 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 swift integration into the team.

Education (continued)

CIPD Certifications

Chartered Institute, Personnel Development

Advanced Diploma – CIPD Level 7 - 2026

Pending

University of London is accredited by CIPD; successful completion of MSc in HRM results in CIPD Level 7 certification via double award.

Diploma – CIPD Level 3 - 2017

Pass with Merit

Studied fundamental HR practices including Human Resources Data Analysis, Organisation Understanding and Performance Management.

ACAS Training

Advisory, Conciliation & Arbitration Service

Employment Law Update - 2025

Complete

Employment Law Update - 2024

Complete

Employment Law Update - 2023

Complete

Employment Law Update - 2022

Complete

Annual completion of ACAS Learning Online modules and webinar, which ensure an up-to-date awareness of best practice and comprehensive understanding of current employment legislation.

Further & Secondary Education

Barry Comp. School – 2000-2008

A-Level Studies

History (A), Sociology (A), English (B), Politics (C)

GCSE Studies

History (A*), English Literature (A), D&T (A), English Language (B), Geography (B), Religious Studies (B), Sciences (CCC), German (C), Mathematics (C)

Vocational Projects

A Practical Guide: to UK Employment Law

Author – Book

CIPD People Management Magazine, Nov 2023:

"This book does what it says on the proverbial tin. Michael Bear offers a guide to and accessible overview of the core principles of employment law in the UK, with case law examples and a glossary of common terms, as well as 110 handy 'test yourself' questions spread across the chapter endings to help reinforce the learnings."

/r/HumanResourcesUK

Reddit Community Founder

Founded in 2017 the subreddit seeks to provide a valuable resource for HR professionals, managers and their employees. Today the community has more than 25,000 members.