

# Michael Bear ACIPD

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## Overview

Career-focused professional with 15+ years of diverse experience in HR administration, operations, compliance, and employee engagement. Demonstrated success in enhancing operational efficiency, mitigating organisational risks, and guiding businesses through complex regulatory landscapes, including Brexit, GDPR implementation, and COVID-19 adaptations within the care sector. Adept at supporting both agile startups and established organisations through periods of transformation.

Currently completing an MSc in Human Resources Management at the University of London (2023–present), with dissertation work to be undertaken independently outside of working hours to ensure uninterrupted commitment to full-time employment. Combines advanced academic rigour with hands-on expertise to deliver strategic, compliance-focused HR solutions.

Advocates for technology-driven HR strategies, emphasising AI, automation, and data analytics as critical tools for enhancing decision-making, efficiency, and organisational growth. Seeks to contribute to forward-thinking organisations that prioritise innovation in human capital management.

## Work Experience

**HR Officer** · LSOP London · London, UK

*Jun 2018 – Sep 2022*

Delivered strategic HR leadership across compliance, employee engagement, and operational efficiency for a workforce of 120+ employees. Maintained rigorous adherence to evolving regulations while driving initiatives to enhance retention, productivity, and workplace culture.

- **Regulatory Compliance Leadership:** Spearheaded compliance frameworks for Brexit workforce transitions and GDPR implementation, achieving 100% adherence to legal standards and zero non-compliance penalties across four years.
- **Employee Engagement & Retention:** Designed and executed engagement initiatives (e.g., structured feedback loops, recognition programmes), boosting retention rates by 25% and elevating employee satisfaction scores by 30% year-over-year. Championed diversity and inclusion practices, integrating metrics into engagement strategies.
- **COVID-19 Health & Safety Strategy:** Orchestrated on-site vaccination drives and hybrid work adaptations during the pandemic, ensuring 95% staff participation in safety protocols and uninterrupted service delivery in the care sector. Reduced absenteeism by 15% through proactive wellness campaigns and mental health resource distribution.
- **Operational Efficiency & Process Improvement:** Streamlined HR workflows by standardising payroll, scheduling, and interview processes, cutting administrative overhead by 20% and accelerating onboarding timelines by 30%. Introduced centralised documentation system for HR meetings and policy updates.
- **Talent Development:** Launched skill-building workshops and career progression frameworks, resulting in a 40% increase in internal promotions and quantifiable improvements in performance evaluations. Partnered with department heads to align training programmes.
- **Hybrid Office Management:** Managed day-to-day operations for a hybrid office environment (3–4 weekly), optimising resource allocation, vendor contracts, and staff communication channels to maintain productivity.

## 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 and scaled a tech-focused enterprise, achieving consistent annual growth through strategic market positioning, operational excellence, and client-centric innovation.

- **Business Growth & Growth Strategy:** Spearheaded market entry and expansion, securing a 30% annual increase in client acquisition via targeted positioning and tailored solutions for Magento-based businesses. Drove lead generation and conversion rates by 30% and 20%.
- **Client Relationship Optimisation:** Revitalised CRM systems and onboarding workflows, reducing client onboarding time by 20% and improving relationship management efficiency by 35%. Negotiated contracts, streamlined billing processes, and resolved escalations.
- **Brand Building & Community Engagement:** Amplified brand visibility by 40% on Twitter/X through curated campaigns and community interactions, positioning the company as a trusted resource in the Magento ecosystem. Designed user training programmes.
- **Financial Stewardship & Compliance:** Eliminated financial discrepancies by 15% through rigorous bookkeeping audits and reconciliation processes. Ensured 100% compliance with HMRC regulations via proactive reporting and collaborative tax strategy.
- **Operational Efficiency:** Automated workflows for client support and project delivery, cutting operational overhead by 25% while maintain service quality.

Team Manager · Sky · Cardiff, UK

Jan 2010 – Feb 2014

Led high-performing customer service teams, balancing compliance, talent development and operational excellence in fast-paced environments.

- **Talent Acquisition & Retention:** Partnered with HR to refine recruitment strategies, attracting 50+ high-calibre candidates annually through job fairs and targeted outreach, reducing time-to-hire by 20%. Streamlined onboarding workflows for new hires, cutting ramp-up time by 25%..
- **Performance Optimisation:** Drove team productivity using a proprietary CRM, achieving 95% adherence to performance metrics and boosting client satisfaction scores by 15%. Reduced absenteeism by 30% through proactive coaching, personalised feedback cycles, and data-drive absence management protocols.
- **Leadership & Career Progression:** Promoted from Telephone Customer Care Agent to Team Manager within three years consistently exceeding sales targets by 10–15% and retaining 90% of high-value B2C accounts. Co-led a 60-member team during a critical product launch, redesigning training programmes that accelerated new hire proficiency by 40%.
- **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.
- **Operational Compliance:** Ensured 100% payroll accuracy and policy adherence across 10–20 direct reports, resolving discrepancies proactively to maintain audit readiness. Championed team-building initiatives that improved engagement scores by 25%, aligning with organisational culture goals.

## 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.