

Jo Broomfield – Curriculum Vitae

3 Holmwood View, Leeds, LS6 4NG
07743188624
Joanneingle1987@yahoo.co.uk

I want to make a difference, I have a passion for change and I would love to progress in an organisation that recognises hard work and nurtures staff who have vision and a drive to reach their potential. I relish problem solving and embrace opportunities to make changes that make a real difference to customers and colleagues alike. I think strategically and have the ability to see the bigger picture when problem solving, focussing on long term robust solutions rather than sticking plasters. I am keen to apply my forward thinking vision in developing systems to make them work harder and more efficiently and would welcome a new opportunity to realise these aspirations.

Work History

British Library, Boston Spa July 2012 – Present

Systems and Change Officer (Employee Services) August 2017 – Present

To take the lead in ensuring the system and online solutions are appropriately maintained & remain fit for purpose, dealing with resolution of issues and supporting change through the process of continuous improvement and project deliverables. To ensure the integrity and security of the data within the systems at all times in order to deliver robust management information and reporting

Key achievements:

- Lead role in building and implementation of the new Gender Pay Gap module within ResourceLink, documenting and testing new process, providing feedback and enhancement requests to third party provider. Developed report and validated MI prior to sharing with HR colleagues for inclusion in official report submission.

Service Delivery Manager (Employee Services) – April 2015 – August 2017

Evaluate and develop systems and processes and identify opportunities for change to improve operational activities within the team and those across the end to end workflows, driving changes in behaviours towards a self-service culture and providing the Library with a robust Employee Service infrastructure. Ensure the security, integrity and robustness of the systems and data. Prepare, develop and analyse management information for all stakeholders.

- Support and lead on a number of project workstreams in the on-going HR/Payroll Shared Services Change Plan, including the build of and transition to the new e-Recruitment system; the upgrade of current employee HR self-service system; migration of entire Employee Services reporting catalogue from Cognos to current system provider, developing 'MyTeamChanges' system workflows to eventually replace existing system, new Case Management module.
- Champion CI initiatives within department and across the Library to improve and enhance the operational service provision. Department lead on current Library wide Onboarding CI project. Identified and implemented a number of department CI improvements to current processes including Staff Changes, Health Management, Performance and Probation Administration,
- Proactively manage software ensuring essential upgrades are planned for and delivered within required timeframe; developing and testing new functionality alongside the whole team and communicating with system users on timeframes and activities.
- Engage with stakeholders to deliver appropriate tools and workflows to support organisational and cultural change, understanding the needs and expectations from within the Library, working in partnership with team members, IT, HR, managers & other key stakeholders.

Jo Broomfield – Curriculum Vitae

- To assist in the prioritisation of work requests, drafted a Change Control Framework for capturing and actioning new requests and changes to system functionality and MI, determining the customers requirements and expected benefits.
- Assessing the MI requirements of key BL stakeholders who rely on source data from HR systems, creating new reports and developing/decommissioning current reports and providing challenge and advice as appropriate and referring complex requirements to 3rd party supplier/consultant for advice.
- Responsible for the day to day systems administration of the NgA suite of products, balancing the need for access with security and segregation of duty constraints.
- Work with IT and 3rd party suppliers to ensure support team adhere to procedures defined as part of the agreed Service Delivery framework and ensure issues referred to them are resolved in line with contractual SLA's.

HR Administrator – July 2012 – April 2015

Administer a wide variety of transactional processes for Library employees across the employee life cycle. Including: recruitment and on-boarding, processing new starters, employee changes, payroll transactions, time & attendance, pensions and leavers.

- Performing manual calculations, system checks and reconciliations as well as maintaining accurate employee records on all relevant systems.
- Effective, timely and customer oriented resolution of administration and pay queries, received from internal and external customers via all methods of communication.
- Deliver general office administration support as required, scanning to deadlines, opening and sorting post, maintain stationary for Employee Services, creating, maintaining and updating User guides.
- Continually review, evaluate and provide feedback on administration procedures in order to support continuous improvement

Travelling – February 2011 - July 2012

Career break to travel around Asia, Australia and New Zealand. One year in Australia included 3 short term positions including:

- Team Coordinator, RedKite Childrens Charity, Sydney
- Receptionist/Waitress/Housekeeper, Carnarvon Gorge Wildreness Lodge, Roma (Queensland)
- Grape Sampler and Data Analyst, Angus Vineyard, Adelaide

Customer Service Advisor (HR Service Centre) July 2009 – February 2011

Environment Agency

After graduating from the University of Newcastle in June 2009 I obtained my first permanent job as Recruitment Customer Service Advisor at the Environment Agency

- Managing the advertising and recruitment process of regional and national recruitment campaigns.- Influencing and advising senior managers on external advertising options.- Central point of contact for all stakeholders including line managers, HR Business Partners, candidates and external advertising agents.- Responding to general enquiries via phone and email requiring effective oral and written communication at a range of levels.-
- Evaluating current recruitment processes and improving ways of working, putting together process guides.-
- Managing daily workload, reassessing and prioritising work, delegating tasks between team members and updating team leader on current team workflow
- Ensuring the recruitment processes ran smoothly and that professional standards were continually adhered to.-
- Managing job files in accordance with Data Protection and other relevant legislation.-

Jo Broomfield – Curriculum Vitae

- Involved in the implementation of a new recruitment system, provided feedback and suggestions to improve current processes. Coordinated training sessions for regional HR teams
- Supported a colleague on an executive manager change programme. Completing various tasks including sending out information to candidates involved in the programme; arranging the assessment centres; booking venues for the assessments; timetabling candidate availability; collating information, putting together assessor packs and writing documents for use by Senior Managers and Directors.-
- Responsible for administering a new recruitment approvals process where vacancies required submission to Directors, Chief Executive and Secretary of State for approval. Manage weekly spreadsheets, updating managers and collating recruitment statistics.

Various temp/contract/part time roles during full time education

HM Prison Wealstun – various roles over 3 year period – Finance, Procurement and Home Detention/Tagging Administration

Royal Bank of Scotland (Card Centre) – Customer Service Advisor

Education

Newcastle University September 2006 – June 2009

BSc (Hons) Geography Result: 2:1

St John Fisher and St Aidans Associated Sixth Form - Harrogate

A Levels: 2Bs, 1C, 1D

St John Fisher High School - Harrogate

GCSEs: 2A*, 5A, 3B

Professional Training and Key Skills

Various self-funded online training supported by current employer:

- PRINCE2 Foundation - Complete

Various in-house training courses for HR Systems and e-Recruitment systems:

- WCN (British Library)
- Oracle (Environment Agency)
- i-Grasp Global Successor (British Library and Environment Agency)
- System Administration - Northgate Arinso (British Library), including Optimum time and attendance system
- VersionOne document archive
- TopDesk
- Cognos Impromptu