

Honor Wildblood

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PROFILE

An enthusiastic and highly motivated individual with a flexible approach to working and strong interpersonal skills, demonstrated by a history of working in human resources. Highly organised with a strong attention to detail, I am able to perform tasks with a high degree of accuracy and precision. As a recent graduate of Lancaster University, I am also able to demonstrate a strong power of analytical reasoning in situations and consistently achieve high results. I am an ambitious self-starter with an interest in analytics and programming, making the effort to take courses on this subject outside of my working hours as well as teaching myself the basics of coding – particularly HTML, by learning to build my own app.

EDUCATION

2017 – 2020	Lancaster University BA (Hons) Linguistics First Class
2015 – 2017	Holy Cross College A Levels English Language (A), Business Studies (A), Spanish (B), Media Studies AS Level (A)
2010 – 2015	Woodhey High School GCSEs 13 GCSEs graded A*/A or equivalent, including English Language (A*), Sciences (A*), Maths (A*), Spanish (A*) and ICT (D*)

WORK EXPERIENCE

July 2021 – Present	AO, People Team, Bolton <i>People Services Coordinator</i> Responsible for administering and coordinating activities for employees throughout the employment lifecycle. My tasks include sending out the initial offers of employment all the way to processing leavers, and various processes in between. Key skills developed: <ul style="list-style-type: none">• Data management: ensuring all employee details are recorded accurately across starters, leavers and movers to comply with GDPR and ensure accurate reporting• Contract management: accurately preparing Contracts of Employment including salary, hours, shift pattern, evaluation period and holiday entitlement• Familiarity with business systems: building on my knowledge of Word, Excel, Outlook, and the PEOPLE system; as well as exposure to Power BI for reporting purposes• Communication skills between teams: liaising with payroll and employee relations ensuring all information is correct and within relevant cut-off dates
July 2020 – June 2021	Marks & Spencer, Colleague Services, Salford Quays <i>HR Advisor</i> Initially hired to support the team processing 7,000 redundancies due to the coronavirus pandemic, I was part of M&S's first fully remotely trained team. I then moved to the 'Changes & Leavers' team to assist in processing retail changes. I was part of a small team within Changes & Leavers, processing changes and leavers for our logistics team based at the Castle Donington Distribution Centre. Working on a range of human resource activities, I have developed: <ul style="list-style-type: none">• A strong knowledge of HR systems including Oracle PeopleSoft and HRevolution, and visibility of JDA Warehouse Management Software (TRACA)• An ability to process a high volume of various changes including (but not limited to) line manager, hours, job code, and salary changes whilst prioritising workload in accordance to agreed SLAs

- The skills to action and audit weekly reports which include absences and retrospective changes for colleagues
- The knowledge to resolve colleague and line manager queries from the Castle Donington warehouse, ensuring SLAs are met
- The capability to handle complex pay queries
- Communication skills used with stakeholders – liaising with HRBPs to ensure important tasks are prioritised and executed with precision
- Knowledge of salary reviews – helping to facilitate an annual pay review for 60,000 colleagues

October 2019 –
December 2019

Yellow Door Lets, Lancaster
Letting Agent

Showing properties to potential new tenants and working on a flexible basis in the office carrying out basic administrative tasks. Key skills developed:

- Independent working: a great deal of independent research about the property would be required before the viewing, and the viewing itself would be carried out independently
- Communication: I would be responsible for organising the viewing with tenants and assisting them with any queries they had about the property, right through until they signed for the property

October 2018 –
November 2019

Mint Cocktail Bar, Lancaster
Bar Staff

Making a range of drinks for customers and assisting in the cleaning and upkeep of the bar. I also gained experience in social media managing as I was occasionally in charge of promoting events and increasing the reach of the social media channels. Key skills developed:

- Communication/customer orientation: constantly communicating with customers in a loud, social environment to provide them with a positive experience
- Teamwork: working as part of a close-knit team, it was essential to be aware of other members of staff's needs and capabilities to ensure the flow of tasks ran smoothly
- Personal organisation: involving long and late hours, it allowed me to learn how to balance study time with work time

June 2017 –
September 2018

The Perfume Shop, Bury
Sales Advisor

Working with customers to provide outstanding customer experience and grow sales. Key skills developed:

- Customer orientation: investigating customer needs and tailoring my service and the products offered to each individual customer
- Brand ethos: achieving qualifications in The Perfume School foundation and diploma level, I ensured that I had extensive knowledge about products offered and the brand's tone of voice when communicating with customers
- Working proactively: recognising when to fill shelves and order more product to ensure low stock was never a problem
- Teamwork: working with colleagues to maximise sales and achieve targets

December 2014 –
February 2017

Redman's Delicatessen, Bolton
Shop Assistant

Serving customers food products and general cleaning of shop area. Key skills:

- Numeracy: weighing and pricing products using multiple systems of measurement
- Food hygiene: working with raw and cooked meats meant that the cleaning of the shop and careful handling of food was vital

OTHER SKILLS

Basic Python & HTML knowledge
Basic Power BI knowledge
Proficient in Microsoft Office programs, particularly excel
Proficient in Spanish
Collaboration skills – experience of working with global brand 'Fabletics' to promote content
Full Driving License