

Hema Akhter

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A highly personable Talent Acquisition and HR professional seeking a new challenge. Skilled in direct sourcing across a variety of sectors including retail, children's services, adult health and social care, hospitality and catering plus others. Experienced in managing recruitment processes and strategies through to successful outcomes. Effective partner with stakeholders across all levels of business.

Willing to relocate: Anywhere

Personal Details

Driver's License: Cars

Eligible to work in the UK: Yes

Work Experience

Resourcing Business Partner (Recruitment Manager)

HCL - Hertfordshire Catering Limited-Welwyn Garden City

February 2024 to September 2024

- Working with the Senior Leadership Team to effectively change the current recruitment process and implement new strategies
- Working with Contract Managers in a Business Partner capacity to fill hard to role vacancies
- Working closely with Marketing to increase brand awareness
- To lead on the delivery of a proactive Recruitment service across the business, covering the full range of recruitment activities
- To develop, manage and lead the Recruitment Team in the delivery of the full end to end recruitment and onboarding process, consulting with internal and external stakeholders to provide an efficient service
- Continually review recruitment methods to ensure they reflect the latest tools in the market
- Contributing to and delivering the recruitment element of the HCL Workforce Plan.

Talent Acquisition Specialist

Barkby Group PLC

October 2022 to December 2023

Privately owned portfolio investment business, consisting of Pubs, Life Sciences and Hospitality businesses. Hiring within the Barkby Pub Co. business area, consisting of 9 Pubs/Restaurants. Reporting to the HR Director. Left due to redundancy.

- Managing the recruitment lifecycle, from taking the brief from hiring manager, to advertising, finalising job descriptions, collating applications, managing the recruitment process from start to finish
- Line management of a Recruitment Administrator, who monitored recruitment inbox and coordinated interviews
- Managing multiple roles across multiple sites simultaneously, typically managing 15-30 vacancies on average
- Typical roles included, Head Chef, Sous Chef, Chef de Partie, Porters, Apprentices, Housekeeping, Bar Staff, General Managers, alongside Senior and back-office roles.

- Ensuring positions are appropriately advertised on industry related websites, social media and company websites, job boards.
- Screening prospective candidates to assess their suitability for each position, forwarding to hiring manager once deemed suitable. Extensive screening process, via telephone and in person.
- Managing recruitment agency relationships and spend, ensuring good quality and value for money
- Coordinating interviews, delivering feedback to candidates, managing the offer process and negotiations
- Assisting with the onboarding process before the handoff to the HR team
- Attending Management Meetings to update on current recruitment -working closely with the Operations Director, COO, HR Director and General Managers
- Streamlining processes where possible, educating stakeholders within the business on how to run an effective recruitment process, writing process notes for use company wide.

Internal Recruiter

Midcounties Cooperative

June 2022 to September 2022

Fixed Term Contract)

- Joined during a high volume recruitment drive on an interim basis

Interim HR Administrator

Worcester College

March 2022 to May 2022

Interim)

- Managing general HR enquiries from members of staff in a positive and friendly manner
- Recruitment administration, ensuring hiring managers are aware of the University recruitment process
- Drafting, creating and amending offer letters, contracts, advising on policy and procedure
- Taking notes during grievances and disciplinary meetings

Internal Recruiter

WCS Group

November 2021 to February 2022

Fixed Term Contract)

- Managing over 20 vacancies at any one time.
- Screening candidates via telephone and recommending a shortlist for managers to review for interview
- Making offers and negotiating where necessary
- Using ATS system
- Advising on recruitment best practice and technique

Recruitment Coordinator

Claire's Accessories

July 2021 to November 2021

- Supporting coordinating interviews
- Ensuring ATS is up to date with relevant candidate information and vacancy information
- Telephone screening candidates, recommending to hiring managers
- All recruitment administration as necessary

Career Transition due to Covid into Care Sector

Internal Recruiter

Calcot Services

July 2020 to June 2021

- Telephone screening and face to face interviews
- Liaising with hiring managers to assess their recruitment needs
- Partnering with key stakeholders, including Operations Director, HR Director and the training team to further develop the recruitment strategy
- Organising and attending job fairs
- Worked directly with children's homes to provide care and support
- Processed onboarding for new recruits and dealt with HR cases

Previous career history available upon request

Education

GCSEs in Maths in English and IT

Cheney School

2007 to 2012

BTEC in Business Studies in Business Studies

Cheney School

2007 to 2012

Skills

- ATS
- Human resources
- Recruiting
- Communication skills
- Customer service
- HR sourcing
- Time management
- Interviewing
- Talent acquisition
- Microsoft Office
- Hospitality
- External recruiting