

# Isobel Chown

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## Education and Qualifications

CIPD Level 5 Qualified

First Class Degree in Management (BA), including a placement year from University of Leicester

Fulford School Sixth Form

A Levels: Geography – A, Business Studies – B, General Studies – B, English – C

## Profile

I am a passionate and motivated individual who is keen to undertake my next workplace opportunity. My previous experience has given me a great understanding of generalist HR, one which I am keen to develop further as my career progresses. I am capable of meeting deadlines, keeping my work precise and accurate. I am proficient in Microsoft Office: Word, Excel, PowerPoint and have had experience working with Cascade, iTrent and Harbour Prospects ATS.

## Experience

HR Advisor – Showsec – February 2023 to Present

- Providing support and advice to line managers on employee relation matters
- Supporting managers with disciplinaries, investigations and grievances and providing guidance throughout
- Updating company policy documents
- Keeping up to date with changes to employment legislation, and ensuring the organisation is informed and compliant
- Ensuring policies are applied within the business fairly and consistently
- Rolling out new policies and ensuring understanding and buy in across the business
- End to end recruitment for permanent staff members
- Supporting the learning and development team with the creation of the career pathways programme
- Conducting site visits to speak with operational staff and offer any support required
- Ensuring accuracy of records on our bespoke employee portal Smartg8
- Some general HR administration duties

## HR Advisor – AMETEK GB – March 2022 – February 2023

- Handled the recruitment and onboarding process end to end; from initial contact with candidates, through contract creation and candidate compliance, to induction on first day
- Training on our sickness/absence process for both managers and employees
- Assisting our sister business based abroad on UK specific employment law and local knowledge for their site within the UK
- Collating required HR data for submission to senior management and external companies
- Training employees on required HR, Finance and Travel systems
- Working closely with IT to ensure equipment is ordered and upgraded when required
- Maintaining our HR system, Cascade, ensuring employee profiles are accurate and up to date
- Submitting changes through the HRIS system e.g. salary changes, hierarchical and job role
- Arranging training and events for staff
- Creation and development of Employee Handbook
- Creation and development of the AMETEK GB SharePoint
- Supported with the launch of our new benefits portal
- General administrative duties

## HR Coordinator/HR Administrator, Priory Group – Oct 2019 – March 2022

During my time at Priory Group, I stepped up into the position of HR Coordinator while a colleague was on secondment for 5 months.

HR Coordinator duties;

- Advise on employment relation issues – ensuring cases were handled within the boundaries of employment law and in line with company policy and best practice
- Dealing with senior level advertisements, recruitment and onboarding
- Assist in arranging grievance meetings, and liaising with investigating managers

HR Administrator duties;

- Prepare and issue contracts and offers of employment
- Completing and tracking the required pre employment checks for new starters, ensuring they are compliant in time for their start date using an applicant tracking system (Harbour)
- Advertise job vacancies and arranging interviews on behalf of recruiting managers
- Providing managers with the correct material and advice to appropriately manage; maternity, sickness and leave queries

- System Learning Administrator for the office's Learning and Development portal (Academy) – Creating accounts for new starters, assigning training, approving learning/training requests, updating any change in line management
- Produced monthly HR statistics for the board meeting
- Logging whistleblowing reports and escalating to the appropriate managers
- Manage the HR inbox and phone line, dealing with queries and escalating issues when required
- Handling variation to contract requests, ensuring correct information and approvals, issuing variation letters

#### **James Andrews Recruitment Solutions, Recruitment Consultant: Jun 2019 – Sep 2019**

- Sourcing and placement of suitable candidates for the job vacancies of clients
- Using both internal and external platforms to search for prospective candidates
- Marketing to both existing and new customers' to obtain new businesses
- Completing administration tasks efficiently and effectively
- Negotiating with clients regarding fees
- Arranging interviews and meetings with both clients and candidates
- Acted as a first point of contact for any queries clients or candidates may have
- Provided excellent customer service both face to face and over the phone

#### **Enterprise Rent-a-Car, Management Intern: Jul 2017 – Jun 2019**

- High levels of customer interaction - both face to face and phone based. Enterprise deals with a large variety of customers, and moulding ones' customer approach to suit their needs and provide the best service was a skill I became inept at over the year.
- Kept up to date with a variety of administration tasks, and support my colleagues to do the same.
- Selling company products - progression and success was monitored at Enterprise particular through individuals sales scores. I consistently kept my sales above expectation, and twice hit "elite club" making me one the top 20 sellers in the whole eastern UK district.
- Teamwork and Communication - working with your colleagues was vital, in order to maintain high quality customer service and operate with as low risk as possible.

#### **References**

Available on Request