

**Ms Lisa Shallcross**

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I have developed my Human Resource various skills, knowledge, and experience over 20 years, within the manufacturing and hospitality sectors, gaining CIPD Level 3 Associate membership. I enjoy the diverse, challenging, and demanding aspects of the role, working effectively and efficiently whilst maintaining confidentiality. I adapt to differing priorities using my excellent communication, organisation, and administrative skills with the ability to work as part of a team or use my own initiative, to ensure deadlines are met. I am confident to make suggestions to resolve issues or streamline policy and procedures. I am willing to undertake courses to enhance my knowledge.

#### **Human Resources Experience**

- Updated and issued policies and procedures in line with current legislation to ensure managers and staff complied and adhered to the changes.
- Processed new starters, changes, and leavers onto HR / Payroll systems; issued relevant letters, contracts and documentation and carried out checks to ensure all details are correct and current.
- Conducted investigation and disciplinary processes and supported and guided Managers by taking meeting notes and issuing letters. Ensured all facts were fairly considered before outcomes were conveyed to prevent unfair dismissal claims as per disciplinary procedures.
- Managed absence reports to reduce absence levels. Updated sickness reports identified trends and notified management of areas of concern to decide on what course of action to take.
- Ensured return to works were completed and any reasonable adjustments introduced plus reviewed H&S assessments. Showed a duty of care in way of welfare and medical update/ capability meetings and arranged occupational health referrals.
- Issued Maternity and Paternity correspondence to ensure staff were aware of the process for SMP/SPP entitlements.
- Created adverts for vacancies, arranged interviews and issued offers & contracts within budgets to attract suitable candidates and improve retention levels, in line with right to work checks and GDPR regulations.
- Resolved managers and employee queries as quickly as possible using my own knowledge and initiative.
- Advised and coached Managers on best practices and company & disciplinary procedures and performance issues ensuring company policies and procedures was adhered to and sanctions were deemed justifiable.
- Ensured Performance improvement plans were implemented along with any necessary training requirements.
- Arranged internal & external training courses with providers to aid development of staff to fulfil their role and progression opportunities.
- Raised and approved purchase orders for invoices on in-house systems.
- Liaised with Health & Safety and management to ensure accurate and relevant facts were gathered and sent to insurers regarding accident and/or injury claims.
- Processed variation to contracts and redundancy consultation proceedings to ensure they were carried out in line with legislation.
- Used external legal and online sources to verify various aspects of working practice and seek guidance.
- Reviewed and implemented new processes to improve efficiencies within the department.
- Created ad-hoc reports for Directors and Managers to tight deadlines.
- Attended employ law events to keep up to date with changes in policies, procedures and legislation.

## **Payroll & Pension Experience**

- Issued pension correspondence to convey Company and Auto enrolment schemes to new starters.
- Complied with The DWP Pensions Regulator requirements for auto enrolment and payment dates.
- Collated, inputted, and checked payroll reports prior to authorising the weekly and monthly pay run.
- Inputted all new starters, changes and leavers, absences, holidays on to external payroll system and electronic clocking system.
- Collated payroll summary sheets and inputted into a secure external payroll system, to ensure staff are paid correct and on time.
- Investigated and resolved pay queries in a timely fashion.
- Processed end of year P11d benefits.

## **Other experiences and skills**

- Customer service skills gained within a distribution centre. Booked delivery/ collections, liaised with branches/ customers via telephone and resolved issues.
- Carried out weekly stock checks, investigated discrepancies and reconciled stock database with the aim to keep stock losses below targets.
- PC Skills, Microsoft tools Word (mail merges), Excel (v look up Pivots) Outlook, Teams
- Prioritised and organised daily work tasks
- Mentored new staff.
- Handled difficult conversations.

## **Training Courses**

- Accident Investigation Course
- CIPD certificate in Personnel Practice Level 3 – Associate Member

## **Interests:**

Socialising, walking, music gigs, decorating and holidays, dog minding for friends.

Dates From To	Company	Position Held	Reason
Oct 2019 – Present	Edbro Hydraulics	HR/Payroll Officer	current
May 2009- Oct 2019	Total Polyfilm Ltd	HR / Payroll	Redundancy
May 2007 – Dec 2008	Trust Inns – Chorley	HR Administrator	Redundancy
Sept 2004 – Dec 2006	Pontin's Ltd	HR Administrator	Redundancy
Jun 2002 – Sept 2004	PC world Bury	HR Administrator	Relocation
Sept 1997 – Jun 2002	Curry's Dixons Group	Senior Administrator	New career
Aug 1988 – Sept 1997	Dixons Group	Customer Service Advisor	Relocation