

PRINZ BEUTAUX

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PROFILE

- i) An ambitious, hands-on people manager with a proven track record of delivering success & policy changes within small & medium businesses.
- ii) A working understanding of employment law, contract law, ACAS code of practice & Civil Procedure Rules. This provides a more detailed level of reporting when providing advocacy & recommendations in the workplace & in particular when dealing with grievances/disciplinaries or assessing any liabilities that the company may have.
- iii) Experienced in managing the full life cycle of an employee including; sourcing, vetting, interview, background checks, onboarding and conclusion, with particular experience in Grievances & disciplinaries.
- iv) Experience in delivering training programmes, writing training material, policy writing & the development of current & new employees.
- v) Highly experienced administrator, with experience in; Microsoft Office, GDPR, Operations & proofreading.
- vi) Experienced store manager of medium sized fashion and niche retailers (80 employees) with turnover in excess of £1million.
- vii) Can demonstrate a sharp understanding of language and how this can be utilised to influence and persuade peers and seniors.
- viii) over 12 years front-facing customer service experience, in both a face-to-face & call centre environment.
- ix) Very well turned out, preferring to wear a suit & tie to work and always displaying and delivering a high value brand ambassador that can integrate and communicate with stakeholders at all levels of the business & consumers/customers alike.

Currently I am looking for a role full time role preferably hybrid, or with a potential for being so in the near future. I have currently been working Saturdays, but I am now looking for a new role that can be worked Monday through Friday exclusively.

KEY SKILLS & ATTRIBUTES

Business Development & Strategic Planning

One of the leading contributors to my success, is absorbing as much information about the day-to-day running and success of the business as possible. For me it is crucial that I look to wholly immerse myself in; what makes the business tick, what motivates its employees to come and perform, what a desirable & competent employee is made up of, what key strengths the business has and what weaknesses that may exist that could be improved upon to help achieve our common goals. When I take up a new role, I like to perform my own SWOT analysis when evaluating my new environment, so that I may identify any areas of the business that may need prioritising, motivating, support or otherwise direction and any that may need recognition for great things already achieved. As an ambassador for people, compliance, and policies in the workplace, knowing the ins and outs of roles and the people within the business, makes me a far better communicator and reporter when making conclusions or communicating ideas. This also enables me to successfully understand the expectations and demands the business has of me and my role.

Commercial awareness

Working both within HR & as a retail Store Manager, it is essential that one be familiar with all and any policies and practices that may dictate the day-to-day for myself and employees. I also bring with that a familiarity with any laws or legislation that may influence the direction and decisions of the business or it's interactions with its employees or customers. It is prudent for me to always be aware of what current trends are, what moods staff may be displaying, how this interacts with the business, what changes may have occurred or may be due, what avenues employees may pursue to register a complaint and what regulatory and independent bodies we must work with to ensure our compliance. This provides a passionate and dependable brand ambassador & one who understands the importance my role plays within the successful running of the business and in turn how I can utilise my KPI's whether, retention or service levels to critically assess the success or potential weaknesses of certain areas of the business in order to make any necessary changes to positively influence direction and results. One of the more recent learning curves I have achieved through recent societal changes, is adopting, and applying changes concerning such things like gender, sexual orientation or identify et al and ensuring that our business remains mindful and compliant with any legislated changes that may come about through a shift in societal norms or expectations. Finally, I always bring me with me knowledge and an ability to learn not just about a new brand or business, but to study our competition. I find knowing your competitor's practices & how they think, can better help my role, our employees and customers respectively. Knowledge is my most valued asset and it is my ability to absorb information and make conclusion, that sets me apart from the average decision maker.

Communication

I am well versed in providing support & advocacy to people from very diverse backgrounds, cultures and lifestyles. It is essential that my skills are not one dimensional and can be applied to many different scenarios and circumstance freely; factoring in any personal circumstance that may be important when understanding a current situation. It is important to me to develop a level of communication that includes, listening carefully, empathy, understanding and applying my bank of experience in order that it may support, influence and dissuade where relevant in any given situation. My legal background has also allowed a potent understanding and application of language and how this can be used to achieve a specified set of goals, whether individually or collectively as a team.

Teamwork & forging dependable relationships in the workplace

I have thoroughly excelled when given the responsibility and trust to work upon my own initiative and thrive upon the responsibility this creates. Utilising my past experiences and successes I am able to display a level of understanding and awareness that can be relied upon and harnessed to maximise my impact on the success of the business. I do also take great pride in my ability to not only work within a team and alongside other departments, but to possess a fantastic ability to communicate my ideas and expectations to other members within the business, whether peers or my superiors. I understand the importance of respecting the team environment and other departments and take pride in my ability to display good, solid dependable working relationships that can be utilised to ensure our personal and departmental goals are met and exceeded. This in turn ensures universally that we are all working towards the same level of commitment to the business. I find my charming nature, my ability to go above and beyond and my commitment to always dressing smartly has allowed me to persist in being approachable, friendly and vastly able to create working relationships that can be beneficial to both parties.

Grievance & complaints & Policy

I am a firm believer in understanding and respecting standards, procedures, policies and the expectations of the business and its staff, ensuring that this is communicated well, frequently and with consequences for failure to apply or adhere to, clear for all. From my years working in HR and providing advocacy on employment matters, I have found that my legal background has afforded me an ability to provide conflict resolution, negotiations and deal with complaints swiftly and in line with the company policy. This is a fine skill to utilise, when done wrong this can leave the business open to litigation but when executed properly and intelligently, allows a business to make decisions that although difficult, will be the best for the business, its goals and expectations. I am passionate about addressing any and all liabilities that may currently afflict the business and take a very hands-on approach to dealing with employees who may not performing as I and the business would expect. I am a positive 'man' manager in workplace situations but also do not shy away from executing a decision that removes unproductiveness from a particular environment. In my years working in HR I have found that unproductive employees can be far more influential on a team's environment & its collective goals than those that excel or go above and beyond and this is something I personally like to address as a matter of priority. Whilst that is a prerequisite of mine, hard work and loyalty is something that under my watch, would never go unnoticed.

Professionalism & Integrity

The diversity and demands required to develop and maintain a successful brand and its workforce can bring with it many challenges, whether dealing with fiscal budgets, recruiting the finest talent or communicating ideas to superiors. My role simply cannot be defined by a job description, it goes beyond that, it is organic and develops with the growth of the business. I always require myself to think on my feet in live situations to provide the most suitable conclusion to difficult circumstance. My personal role helping develop businesses and talent has required one to often act as the ears and eyes of the business, whilst always remaining confidential. I have often in my time in HR been relied upon to be a confidant or somebody required to listen to sometimes very serious personal problems or circumstance, I have always understood it to be paramount to my own success, that I distance myself from the personal afflictions of staff within my role and that I adhere to the utmost confidentiality.

Often in HR I have seen those who struggle to separate this aspect of the role from their own personal feelings or emotions, this ability to remain professional is something I pride myself upon. I am a keen listener, I am well experienced in calming difficult situations and I can create a comfortable environment in times of great stress, utilising my language and ability to communicate to relax situations. My approach to this aspect of my work is simple, it stays at work the moment I clock off and it is not my personal responsibility.

Organisation & time management

I take great pride in my ability to organise my schedule in such a way that I can be pliable and always readily available to the ever-changing demands of the business and people within it. I much prefer going above and beyond that which is expected of me as this allows for far greater fulfilment and engagement from within my role and expectations. This is one of the key ingredients that keeps me motivated and satisfies my workaholic nature. I do find that I am very particular with my time and much prefer filling it with more proactive measures that can satisfy my craving to learn and develop and in particular during quieter times.

WORK EXPERIENCE

HR Specialist *Totalcare & Support* | 2021 - Present

- Efficiently managed employee files, calendars, and correspondence, noting confidentiality and GDPR regulations.
- Coordinated the end-to-end recruitment process, including hiring, training, onboarding & offboarding.
- Maintained meticulous records of employee attendance, holidays, and performance reviews whilst adhering to strict GDPR guidelines..
- Administration including, including, conducting telephone calls and emails.
- Skillfully supported the management of grievance procedures and employee exits including providing advocacy on employment law related matters.

Key Skills: Administration, records management, organisation, policy writing.

HR, Training & Operations Administrator *Encore Tickets* | 2016 - 2021

- Effectively organised team calendars, meetings, and company events.
- Successfully scheduled and tracked training programmes ensuring completion.
- Managed inventory records and the ticketing/subscription system.
- Provided comprehensive support across HR, training, and operations functions.
- Complete control over the recruitment of new employees.

Key Skills: Training, calendar management, inventory management, multitasking, employee relations.

Admin Assistant *Department of Work & Pensions* | 2014 - 2016

- Demonstrated a high degree of responsibility in handling sensitive claimant files and proficient data entry.
- Communicated policy changes effectively to staff and claimants.

- Provided vital support for daily office functions, including supplies, post, and phones.
- Practiced safeguarding policies with a diverse group of people from sometimes very vulnerable backgrounds.

Key Skills: Data handling, communication, presentation, attention to detail, motivation.

Store Manager / Build-A-Bear Workshop / 2011 – 2014

Store Manager, Assistant Store manager / Peacocks Stores Ltd / 2007 – 2011 (hired as a Christmas Temp)

EDUCATION

2008 – 2011 Higher education – Birkbeck University of London / Law LLB Hons / employment law / contract law / administrative law / mediation

2005 – 2008 Loreto Catholic College – A-Levels: Law, History, Sociology.

2000 – 2005 Blessed Thomas Holford Catholic College – 12 GCSE's Grade A* - B including, maths, ICT, Science, English & German.

MISCELLANEOUS

Voted chair of my Residents Association 2023

First Aid training achieved June 2022

Volunteering at Freshfields in 2021 (a self-funded learning centre in Hapton, Lancashire, for adults with learning difficulties). I volunteered here over the summer helping out with the day-to day activities and learning goals for students. Activities included, days out, road safety, learning to ride bicycles, running a market stall, gardening, basic cooking skills & more.

I play tennis whenever the weather allows which I find keeps my competitive edge and sharpness and satisfies my craving for competitiveness. Playing competitively keeps my mentality fit and physically in shape which I find are two key components to a healthy, balanced work life. I do also play chess as often as I can, this is one of my favourite pastimes and I find the game of chess to be a fantastic way to hone already applicable skills. Such like, developing a fine sense of reading situations and making predictions based upon available data.

References available upon request