

SANDRA J SMITH

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HUMAN RESOURCES MANAGER

FORWARD THINKING POLICIES & PROCEDURES | CHANGE & ORGANISATIONAL PERFORMANCE

Decisive, creative Human Resources Manager presenting with a proven history of providing insightful, accurate advice, establishing productive, streamlined policies and procedures, and functioning as a clear-sighted, inspiring and respected team member and leader.

Demonstrates concise attention to detail and excellent organisational and time management expertise, able to meet deadlines in high-demand environments. Works cohesively across multiple levels drawing upon strong communication, interpersonal, negotiation and conciliatory skills. Proficient in forming accurate assessments of people and requirements and developing targeted solutions.

CAREER OVERVIEW

TOWNSVILLE SKILLS ASSOCIATION INC. – Townsville, Qld

2/2009 to Present

Human Resources and Industrial Relations Manager:
North and West Queensland Operations

Report to: Operations Manager

Supervise: 2 HR Advisors | 130 Personnel

Assess and direct organisation-wide HR, risk management, change management, organisational development and training, enhanced communications and morale and operational efficiency. Assess organisational risks and develop risk management strategies. Identify business performance opportunities. Research and identify HR issues and develop solutions. Manage day-to-day operations.

HR Management:

- Established existing HR department from extremely basic operations, writing all current HR policies and procedures and departmental documentation. Operations expanded 40% in July.
- Wrote interview guidelines, position descriptions and employment contracts.
- Currently working on collective agreement to be in place as existing award is phased out January 2010.

Strategic Development & Direction:

- Managed major restructure and critical needs during organisation redundancies, overseeing on-going change strategies to address objectives and provide guidance and direction for management and staff.
- Liaise with CEO and executive management team to direct and establish a positive culture of continuous growth. Promote interdepartmental communications to enhance company-wide growth and direction and introduce HR initiatives, policies and practices to facilitate strategic objectives.

Performance Management:

- Function as Employee Training Manager providing staff development opportunities aligned to departmental strategic outcomes. Composed and implemented manager's training sessions.
- Implemented Performance Review procedure linked to Performance based pay and Staff Surveys, providing feedback and recommendations to management.

Communications & Interpersonal Relations:

- Built stronger, more productive relationships and levels of communications between HR department and managerial team. Provide management with expert advice and consultation on daily basis including often complex and sensitive employee and industrial relations, awards, agreements and interpretation of legislation issues.
- Recognised by peers and supervisors for high quality of work, and by peers for instituting streamlined, work-in-progress operations and personally providing on-the-job training and mentoring. Appreciated by employees for fast responses to enquiries and availability.

Occupational Health & Safety | Legislation:

- Compiled and wrote draft for critical safety manual and safety policies and procedures.
- Exercise strong negotiation and interpersonal skills to work towards the resolution of industrial disputes.

TOWNSVILLE SKILLS ASSOCIATION INC. CONT...

- Ensure continuous review and implementation of best practice and compliance with all legislative and corporate governance, risk, EEO and records management requirements.

Financial Management:

- Oversee HR budget and risk management strategies and contribute to departmental Business Plan regarding evaluation of objectives and strategic planning.
- Ensure accurate management and allocation of department expenditure within budget constraints.

MINING INCORPORATED – Townsville, Qld

1/2008 to 1/2009

Human Resources Officer

Accountable for all aspects from advertising staff vacancies through to submitting recommendations to management on staff appointments including application review, interviewing procedures, selection tests and compiling reports. Co-ordinated travel and on-site visits for job candidates and handled relocation details for successful applicants.

- **Turned around extreme negative attitude** towards HR Department to being acknowledged as the best HR professional the company had employed through providing consistent quality outcomes.
- Due to **in-depth industry knowledge**, operated as key point of contact providing management and employees with easy-to-understand advice on personnel policies and procedures and Mining Award.
- **Accurately maintained personnel records** including superannuation, wages and training. Prepared and maintained management reports.

APPRENTICE PROGRAM LIMITED – Cairns, Qld

9/2006 to 12/2007

Recruitment Officer

Handled multiple areas of accountability to grow client base, provide excellence of service to both employers and job seekers, and enhance company standing and revenue. Collaborated with employers to ascertain employer and job requirements and build on-going working relationships built on trust and supportive, insightful communications.

- **Grew client base** through personal, relationship-building visits to potential and current clients, through proactively assessing working conditions and employer requirements to accurately discuss and sell consultancy services and fees and working in alignment with company sales and marketing initiatives.

QUALIFICATIONS & TRAINING

Bachelor of Business: Human Resource Management
UNIVERSITY OF SOUTHERN QUEENSLAND – Toowoomba, Qld

Certificate IV in Workplace Training & Assessment (2009)
KRAUSE HEALTH AND SAFETY PTY LTD – Townsville, Qld

Diploma of Business: Human Resources Management (2009)
Certificate IV in Business: Human Resources (2009)
IPSWICH INSTITUTE OF TAFE – Brisbane, Qld

Certificate IV in Frontline Management (2009)
Advanced Diploma of Management (2009)
AUSTRALIAN BUSINESS AND RETAIL ACADEMY – Sydney, NSW

CURRENT TECHNICAL SKILL SET: Microsoft Office: Word, Outlook, Publisher, Excel; MYOB; Ellipse

MEMBERSHIPS

Australian Human Resources Institute