

Jack Braithwaite

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HR's not about HR – It's about the business.

I'm a commercially minded, tech savvy and solutions focused HR Analyst and Business Partner with over a decade of multi-industry experience working across retail, community services/for purpose, media, education, law (professional services) and local government. This includes engaging with centralised and decentralised HR business environments internationally including UK/Europe and Australia. I hold a Bachelor of Arts in Organisational Learning from the University of Technology, Sydney.

My HR career has evolved from a broad generalist HR Business Partnering base paired with employment law experience to a focus and passion on strategic HR analytics, systems and technology, providing targeted HR solutions and insights to all management levels.

I'm excited about opportunities to build value, generate actionable insights and inform strategy using my unique combination of international experience spanning a broad range of HR technology systems including (Success Factors, SAP, Chris21, ADP).

- **Over a decade of HR Business Partnering experience** working with senior managers supporting business units **both nationally and internationally.**
- Broad and competent HR Systems and analytics experience, including HRIS (**Success Factors/SAP, Chris 21, ADP**), Engagement tools (**Korn Ferry, Glint, Gallup**), recruitment (**PageUp, MR+**), Integration and database (**Azure, Boomi**).
- **HRIS systems customisation**, including HR technology deployment, specialist report design and **leading project teams** with internal and external technical SME's / IT.
- Development of **advanced and bespoke analytical models** to provide actionable insights for strategic business initiatives.
- **Advanced Analytics and Excel experience** including building, designing and deploying management dashboards, **metrics analysis / visualisation** and **Power BI** integration with various databases.
- **Significant cross industry HR experience** – Retail, Media, Education, Law (professional services), Community Services/Allied Health and Local Government.
- Critical HR guidance to management through annual and context specific HR processes including **change management, redundancy, remuneration benchmarking, performance management** and **WHS / workers compensation.**

Human Resources Experience:



Dixons Carphone PLC is a leading omnichannel retailer of technology products and services, operating through 900+ stores and fourteen brands in eight countries. As a market leader in the UK and Ireland throughout the Nordics and in Greece, employing over 20,000 capable and committed colleagues in the UK & Ireland and 36,000 globally across the Group.

Senior People BI & Analytics

Nov 2019 – Present

- Managing the central People Analytics function of Dixons Carphone, supporting the UK and Ireland international portfolio of over 20,000 - 23,000 colleagues, fluctuating during peak retail periods.
- Developing and supporting the Dixons Carphone analytics and data enhancement roadmap. Including coordinating with HRBP's, operational leaders and specialists to maintain HRIS system data and structural accuracy.
- Design and deployment of both strategic and operational HR Dashboards for the business. This includes advanced HRIS report writing and Excel/Power BI use to merge and capitalise on a range of data sources from HR, payroll and business/operational.
- Acted as specialist data consult and lead on various organisational initiatives such as largescale restructures, international engagement surveys, HR technology deployments, system customisations, specialised data validation and employee tracking. This often included developing supporting HR analytical models providing insight from a range of sources.
- Matrix lead and coordinate with various internal and third party system specialists to deploy HRIS and HR system technology upgrades and customisations. This includes acting as the analytics lead on the Dixons HR Change Advisory Board - responsible for risk managing system changes and downstream impacts from HR Analytics initiatives in partnership with system owners.

Achievements:

- Managed the Analytics and reporting workstream for Dixons fixing the fundamentals program which transformed and transitioned Dixons Carphone's HR operations and payroll to Capgemini. Responsible for developing contractual and commercially impacting KPI's between the organisations spanning HR Operations, Payroll and Resourcing. In addition to coordinating the knowledge transfer of operational reporting and leading an analytics design partner forum which generated a revamped organisational HR analytics matrix and roadmap.

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- Designed and deployed the organisation's first HR analytics database (Azure) encompassing Success Factors and SAP Payroll information enabling tailored Power BI reporting solutions spanning both strategic and operational. Being purposefully designed with capacity for flexibility and growth, this allowed for integration with various business systems and data sources beyond just HR for deeper insight.
- Developed various bespoke financial / HR analysis models to provide recommendations to senior HR leaders. These included items such as the financial and people impact forecasts of largescale (multi £ million) organisational restructures, examining sickness leave policy harmonisation models (whole organisation) and various targeted colleague benefit programs/initiatives.
- Year on year trend mapping, data design and organisational hierarchy lead on the international colleague engagement survey (29,000+ colleagues in scope) across the Dixons Carphone Group. This included acting specialist technical lead on the tender and onboarding of Dixons' new engagement survey provider (Glint), overseeing the organisations the future engagement data design and transition to the Glint platform.
- Deployed a centralised Covid-19 Isolation reporting platform using a local customisation of Success Factors, enabling the organisation to efficiently track critical H&S measures such as volume of positive cases, working from home rates and periods of / reasons for isolation.
- Designed and deployed the updated HRIS full organisational hierarchy under a revamped and unified company reporting structure (20,000+ colleagues). This removed significant structural barriers to enhanced strategic level reporting, added key operational reporting enablers such as store level codification and streamlined data validation processes.



Australia's first charity, The Benevolent Society is a non-religious for purpose organisation providing allied health and community services to people with a disability, children, families and older Australians. TBS services tens of thousands of clients across NSW, QLD, VIC, SA and ACT.

HR Solutions and Project Lead

May 2017 – July 2019

- Portfolio supporting a team of HR Business Partners and business leaders across an organisation of over 1,400 colleagues spanning 5 Australian states.
- Delivering monthly and quarterly commentary / analysis on HR workforce metrics and exit surveys to management teams. This also includes collaborating with HRBP's to workshop solutions deliver action plans addressing items of interest raised.
- Responsible for investigating, designing, delivering and customising organisational solutions through HR systems enhancement and technology deployment. This included close collaboration with IT and Finance to integrate separate business systems.
- In house HR systems management and customisation of CHRIS21. This includes form and field creation for employee self service and backend HR administration / data capture. My experience extends to Microsoft SharePoint / InfoPath design and integration with between external systems.
- Visualisation of workforce metrics and analytics, providing key analysis for HR Business Partners during strategic initiatives such as employee engagement, organisational restructures, benchmarking and supporting external tender submissions.
- Development of streamlined and dynamic HR dashboards backed by complex Excel calculations providing accessible insights to management teams such as leave forecasts and exit surveys. This included integrating Power Bi analysis with latitude/longitudinal mapping to provide tailored insights by employee and client location.
- Supporting the HR Business Partners on generalist HR activities such as delivering employee orientation, Gallup Strength Finder team development sessions/analysis and management coaching.
- Acting as a mentor, support and escalation point for the HR Operations Team on a broad range generalist HR matters.

Achievements:

- HR technical lead on the successful migration of over 700 employees transferring from an SAP database to CHRIS21 as part of The Benevolent Society's largest organisational acquisition in its history.
- Elevated the organisation's turnover analytics by designing a regrettable/non-regrettable, high/low impact matrix analysis model and automated data collection survey. This allowed managers and leadership teams to deep dive into their voluntary turnover statistics focusing on high impact, regrettable losses to the business.
- Transitioned the business from a paper based to fully electronic employee lifecycle Payroll/HR notification process in SharePoint. The electronic system utilised fully automated emails, approval workflows, timesheet calculation and contract generation tracking. Further capability extended to an electronic termination processes automatically notifying key

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departments such as IT, Property and Finance in addition to generating exit surveys. This powerful system processes on average over 130 employee changes each month creating significant administrative efficiencies across the whole organisation.

- Broadened the use of CHRIS21 to meet real time business needs such as position metadata, matrix reporting structures, remuneration banding and carrying out CHRIS21 database customisation. This also included designing and deploying automated management dashboards on a range key workforce metrics (e.g. excessive leave, workforce structure and exit data).
- Managed a detailed HRIS investigation in parallel with employment law interpretation to provide recommendations on the organisation's position when responding to a historical and complex employee underpayment claim. This analysis allowed for successfully bargaining and settling an initial a union claim of over \$20,000 down to \$4,000.

HR Advisor / Acting HRBP

August 2016 - May 2017

- Senior Advisory HR support for a team of 3 HR Business Partners across a broad geographical portfolio (Rural and Metropolitan NSW/QLD) and multi-disciplinary client base.
- Acting for HR Business Partners during periods of leave and as an escalation point for HR Operations Team.
- Providing full suite HR advice on matters of performance management, termination, engagement, talent, employee relations and project implementation.
- Duties extended to managing HR metrics provision, providing analysis and coordination of key annual events such Employee engagement surveys, remuneration increases and government reporting.

Achievements:

- Partnered with the Talent and Attraction Lead and IT team to create a completely online vacancy and on-boarding process between CHRIS21 and MyRecruitment+. The unique two way integration provided a platform for sending position metadata (i.e. cost centres & FTE) into MyRecruitment+ to automate recruitment processes. This information would then be combined with candidate new starter information and sent directly back into CHRIS21. The automation linking two systems created considerable productivity gains for both managers and the HR Operations Team.
- Designed and co-developed an online excess leave reporting dashboard for management. This dashboard visualised key employee leave information against historical patterns such as excess leave volume per headcount, employee category, % of future excess leave booked to be taken month by month and additional qualitative analysis/insights.



SOUTHERN CROSS AUSTEREO
absolutely engaging

Southern Cross Austereo is one of Australia's leading media organisations with Radio, TV and Digital networks reaching 95% of Australians. Southern Cross Austereo operates nationally with stations in 5 metropolitan markets in addition to broad coverage across regional Australia.

HR Advisor (Parental leave Contract)

July 2015 – August 2016

- National portfolio of over 2,300 staff working alongside a fellow HR Generalist providing broad HR services supported by a recruitment specialist.
- Partnered with senior and operational management throughout the business providing advice and guidance on employee relations issues such as performance management, disciplinary matters and termination, sickness absence, flexibility, mental health and staff development. This also involved delivering management training, drafting meeting scripts, Q&A's and formal letters.
- Managed workers compensation nationally, liaising with staff, managers and insurers. This included sitting as a participant on the national and executive WHS committee, responsible for drafting WHS CEO reports and board papers.
- Drafted business cases for redundancies and restructures including consulting with management around the assessment of HR risks, commercial viability and providing recommendations on an approach.
- Delivered management HR training sessions covering items such as flexible work, performance management, sickness absence, bullying, WHS and termination. This also included coordination of broader industry annual compliance training across the organisation which included EEO, WHS, ethics and industry codes of practice.

Achievements

- Project managed a 3 day digital bootcamp for over 50 attendees forming part of SCA's transformation from a radio to digital media organisation. The impact resulted in 7 groups each generating plans to drive between \$1 - 4 million in new revenue for

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their respective markets. This work included close coordination with the digital leadership team, vendor tendering and structure/venue planning to achieve strategic learning outcomes.

- Successfully supported the business end-to-end through disputing a psychological workers compensation claim. This included drafting formal communication to the employee and their legal representatives in addition to guiding the business through legal avenues for termination due to illness and incapacity.
- Developed multiple research papers and proposals for new company HR initiatives such as a paid parental leave scheme, disability employment program and a new culture/engagement survey provider. These involved comparison with competitors/market and review of costings for financial feasibility. In the case of culture and engagement, this included tendering for a new provider conducting critical analysis against business needs.



Waverley Council is responsible for delivering a wide range of public services across Sydney's eastern suburbs servicing a population of over 71,000 residents.

HR Generalist (Contract)

May 2015 - July 2015

- Full suite HR Generalist support alongside a team of HR Partners, delivering solutions across Waverley Council's multiple divisions and functions. This includes coaching and partnering with managers on senior recruitment, industrial/employee relations, conducting workplace investigations, performance management and change.

Achievements

- Revamped existing recruitment tools and processes to both successfully align candidate selection with Waverley's new organisational values and drive enhanced behavioural / cultural assessment.
- Identified gaps and implemented solutions to connect Bondi Rescue Life Guards with Waverley Council communications, engagement and organisational processes as interim measures until planned technology overhauls were finalised.



AUSTRALIAN BUSINESS
Lawyers & Advisors

Australian Business Lawyers and Advisors forms part of the NSW Business Chamber; NSW's state peak business support organisation dedicated to helping business of all sizes become more productive, competitive and profitable.

Workplace Relations Advisor

October 2014 – February 2015

- Responsible for providing professional, accurate and business driven industrial relations and generalist HR advice to members of the NSW Business Chamber across a significantly diverse range of industries (both blue and white collar).
- Providing advice on a range of HR matters including best practice policy and procedure, contracts of employment, performance management, redundancy and termination payments, leave queries, award interpretation and workers compensation.
- Engaging with representatives from small, medium and large businesses alike each with varying degrees of HR proficiency, tailoring advice to suit their needs.



Navitas is a publicly listed, Australian owned global education provider that offers an extensive range of educational services through three major Divisions to students and professionals including university programs, creative media education, professional education, English language training and settlement services.

HR Business Partner (HR Advisor)

November 2013 – October 2014

- Portfolio covering approximately 1,500 staff working with a centralised and decentralised team of HR support personnel covering multiple Australian states, New Zealand and Singapore.

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- Partnered with key stakeholders, including senior management throughout the organisation providing business driven HR guidance. This includes industrial relations advice, change management, recruitment, remuneration benchmarking (including internationally), performance management, disciplinary processes, redundancy guidance, policy and contract drafting.
- Close support and appearance for business units through Fair Work dispute proceedings such as unfair dismissal applications, conciliation and arbitration.
- Drafted critical employee communications during enterprise bargaining and periods of industrial action. This included educating staff on company positioning around key items and obligations during industrial action as well as countering union communications.

Achievements

- Led the HR start-up of a new business unit in New Zealand, liaising with local legal firms in the development of localised contracts. Acting as the sole HR contact for the new College, I quickly generated competency with New Zealand employment law for the business, advising management on all HR matters.
- Made a recommendation for and supported a business unit through a termination for serious misconduct and the subsequent Fair Work conciliation proceedings. Successfully ending this in conciliation saved the business over \$20,000 in potential termination payments.
- Successfully partnering with the business in driving and launching a centralised HR Shared Services function into NSW supporting approximately 350 employees. My role on the project included critical workflow capture and development with multiple key stakeholders. This positive outcome provided a template for expansion into other areas of the business.

HR Coordinator

July 2012 – November 2013

HR Administrative Assistant

March 2010 – June 2012

HR Qualifications, Memberships Referees and Previous Work Experience:

Bachelor of Arts in Organisational Learning

University of Technology Sydney

- Major in Human Resource Development

Certificate IV in Training and Assessment TAA40104

MRWED Training and Assessment

- **Referees** available on request.
- **Previous work experience includes:** Hospitality management, English & science e-tutoring, auditing and administrative roles.