



Name: Helen Hughes

Job Title: HR Advisor

What has been your career journey so far?

Having been in employment since leaving school I have worked in both Nationalised & Private industry as well as in the charity sector. I spent 10 years at the then National British Rail and then joined NCH (National Children's Home) as a Charity Project Coordinator for 7 years. Prior to joining Ipsum in January 2014 I spent 8 years at a large private housebuilder as a Construction Team Coordinator.

My first role at Ipsum as an Executive PA and was told the role was new and could evolve and that I would be central to its' evolution. At the time the business had no internal HR function and I was tasked with being the business link between our outsourced consultancy for HR & payroll amongst other things. The role diversified and evolved as the business changed and I became Support Services Manager and during this evolution my HR responsibilities increased together with my knowledge and HR experience. When the Company became large enough that an internal HR function was established, it was a natural progression for me to take a career path within the specialist field of Human Resources.

What does your role involve?

My role is to provide generalist HR support to the business managers to help them to manage their teams to deliver optimal performance to our customers on a day to day basis. The role is really varied and I support managers principally in areas such as recruitment, learning and development, attendance and performance management. I also have the opportunity to contribute to business critical projects and strategic initiatives. We have good communication across our HR team and I always feel I'm well informed about what is happening in the wider business which is important as this helps me to provide effective HR support that really contributes to business success.

What is your favourite part of the job?

I enjoy all aspects of my job but particularly those elements of the role which have a positive impact on employee engagement. A happy and engaged workforce means increased performance and job satisfaction so this motivates me every day! No two days are the same within HR and this keeps things fresh and interesting.

Ipsum People – Employee Case Study

What course are you studying?

I am currently studying CIPD Level 5 Intermediate Certificate in Human Resource Management which is the academic qualification designed by the CIPD, the professional governing body for those who work in HR.

How are you finding the course?

The course is really interesting and leads me to reflect on the things we do well and those things we could do better. Having not done any formal qualifications for about 15 years the coursework often challenges me; I have to use techniques such as Harvard referencing and critical and analytical thinking. I have completed 2 modules successfully with 4 to go and have passed my first formative assessment.

What are your aspirations for the future in your career?

I definitely want to progress my career in HR, being involved with future strategic people planning and implementation of people centric policies, procedures and initiatives that will further improve the employee lifecycle experience at Ipsum.