



Tobi Ogundunmade

HR BUSINESS PARTNER

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An innovative, people-focused leader with 8 years' experience in directing and enhancing implementation projects and global strategic initiatives using a data-driven approach.

Specialist in DE&I, talent & performance management, recruitment, onboarding/offboarding, learning & development, employee engagement and succession planning. Advocate for risk & security awareness, digital transformation, Lean, Agile and Kaizen methodologies.

TOOLS / SOFTWARE

HRIS: SageHR, BambooHR, Bob, Oracle MyHR, ResourceLink

ATS: Workable, SmartRecruiter, Greenhouse, TeamTailor

Project Management: Harvest, HubPlanner, Monday.com

Accounting & Payroll: Xero, Datamolino, Sage

Productivity: Microsoft 365, GSuite, Slack, MacOS,

Process Street, Notion, Coda.io, XpertHR, SAP

EXPERTISE

- Recruitment & talent acquisition
- Data, analytics & automation
- HRIS & ATS implementation
- Learning & Development
- People development & change management
- Employee lifecycle & candidate experience
- HR policy, strategy & organisational design
- Compensation, reward, payroll & benefits
- Employment law (UK & international)
- HR consultancy & employer branding
- Employee engagement & retention
- Performance management

EXPERIENCE

09/24-present | HRBP, International | SMART Technologies | Remote, UK (FTC)

HRBP, specialising in building a high-performance culture at a global interactive edtech company, looking after a diverse client group of Sales, Commercial and Product Development teams across the APAC and EMEA regions. An exciting role, marked by my successful project deliveries in new entity set ups, employee relations, policy and benefits enhancements, the implementation of a wellbeing strategy, and driving strategic data-driven initiatives to foster an engaged and proactive working environment.

Key achievements

- Spearheaded the successful setup of HR entities in India, Saudi Arabia, and LATAM, achieving a 40% increase in regional headcount within the first six months and reducing operational costs by £30k annually through efficient resource allocation and the successful closeout of our Employer of Record (EOR) partnership.
- Led a 'work from anywhere' initiative, designing and implementing policies that facilitated temporary international moves for over 30 employees while mitigating risks related to tax, social security, and legal implications, ensuring full compliance with international regulations
- Resolved complex employee relations cases, including redundancies, dismissals, and leave disputes, achieving a 95% resolution rate without escalation to legal proceedings, maintaining positive employee relations and minimizing operational disruption.
- Directed HR projects focused on employee wellbeing, onboarding, and people development, resulting in a 15% improvement in new-hire retention rates (avg. 80% vs. 93% new hire retention).
- Utilised advanced HR analytics tools to analyse talent management data, benchmarking manager performance against company and market standards. This initiative resulted in 7 promotions and 8 pay increases, ensuring fair and merit-based evaluations.
- Served as a trusted HR partner to core client groups, aligning HR strategies with business objectives. This collaboration drove a 15% improvement in manager confidence ratings and 5% reduction in absenteeism rates.
- Oversaw the employee lifecycle for employees in 12+ countries, ensuring 100% compliance with local employment laws and reducing benefits-related queries by 30% (avg. 200 queries a month, down to 140) through automation and process optimisation.
- Led performance management, pay review, and goal-setting processes, achieving a 15% increase in employee productivity and fostering a culture of continuous improvement. This initiative also resulted in a 10% increase in high-performance ratings across global teams.

11/22-01/24 | Group HR Manager | Legal & General | Remote, UK (FTC)

HR manager, specialising in operational excellence at a global financial services firm, looking after a diverse workforce of over 10,000 employees across the APAC and EMEA regions. An exciting role, marked by my successful project deliveries in performance management, employee relations, policy and benefits enhancements, the implementation of cutting-edge ATS and HRIS systems, and crafting strategic processes and policies that truly make a difference.

Key achievements

- Served as a trusted advisor to managers and employees, providing expert support, training, and guidance on people processes, system utilisation, best practices, and new people operations initiatives. Achieved a 95% employee satisfaction rate with people support, implemented a 25% reduction in process duplication, and embedded new initiatives that increased people operations efficiency by 30%.
- Designed and led the global rollout of a data-driven performance development and reward strategy, aligning local and global benefits including enhanced family leave, pensions, flexible working, and rewards, achieving a 97% adoption rate in Q1 23, and positioning the business as a market leader in employee benefits and rewards.
- Collaborated with cross-functional stakeholders to design and deliver strategic people initiatives across the employee lifecycle, including talent acquisition, onboarding, performance management, and learning & development. Successfully implemented a 30% increase in new hire retention, a 25% reduction in time-to-productivity, and a 20% increase in employee engagement through targeted learning & development programs.
- Facilitated our global HR transformation initiative, leading the mapping of dependencies, processes, and policy implications, as well as system migrations, development of standard operating procedures, and integration of historic policies and systems into the new system.
- Designed and deployed a future-proof people operations platform, featuring automated workflows, seamless system integrations, and a robust infrastructure, supporting the entire employee lifecycle, and achieving a 35% reduction in manual processing time, a 25% increase in data accuracy, and a 20% improvement in compliance within 9 months.
- Played a key role in budget planning and management, accurately forecasting and tracking payroll, benefits, and HR operational costs, ensuring a 5% reduction in costs and a 20% increase in forecasting accuracy, while maintaining data integrity and compliance for new joiners, leavers, and promotions.

11/19-08/22 | Operations Associate (Human Resources) | Steer73 | Remote, UK

People-focused Operations Associate at a digital transformation agency, where I played a pivotal role in building and growing our People function from the ground up. I successfully scaled our team from 20 to 45+ members, including technical and executive roles, while driving HR initiatives that yielded remarkable results. Notably, I achieved a 50% reduction in time-to-hire, a 91% second-year retention rate for new hires, and a 30% increase in internal promotions. These accomplishments were fuelled by my strategic planning, data-driven analysis, and targeted talent acquisition efforts.

Key achievements

- Achieved a 2nd year retention rate of 91% for internal hires through the development of Steer73's people strategy. Focused on how we attract, develop and retain our most valuable asset- our team. Analysed historical data to drive the strategy and ensured alignment with our culture and values.
- Managed the end-to-end performance review process for over 45 employees, resulting in a 98% engagement rate within the first quarter of implementation. Conducted training and workshops, set up templates, timelines and collaborated with employees.
- Guided a team of senior managers in the delivery of an organisational change project, resulting in a new management structure, the introduction of new business functions and the promotion of 14 team members over a 12-month period.
- Led on all recruitment, inclusive of job descriptions, candidate sourcing, screening, interviews and offers. Achieved a 94.4% accuracy rate for job descriptions vs candidate skills, a 30% increase in quality of hire and a 50% reduction in time to hire (from 12 weeks down to 6 weeks). Successfully sourced hard-to-fill roles in our Development & QA, Growth & Commercial, Product & UI/UX, IT and Operations teams.
- Increased new hires from underrepresented backgrounds by 45% between Q3-Q4 21, through the development and implementation of our diversity and inclusion strategy across the business. Created DE&I surveys, leveraged internal data, analysis and created a 'reasonable adjustments' policy for the team.
- Championed the introduction of automated onboarding, resulting in a reduction of time to competence by 50% (reduced probation period from 6 months to 3). Enabled the smooth integration of 30 new hires, achieving a client-billable status within 2 weeks of employment.

03/19-10/19 | Operations & HR Manager | Sawyer & co / Fine & Country | Brighton, UK

Operations & HR Manager for two award-winning estate agencies, where I led strategic initiatives that transformed the HR function from the ground up. I drove comprehensive policy and benefit audits, revamped our reward strategy, and prioritised employee well-being through customised training programs. A notable achievement was the introduction of a company-wide bonus structure, which yielded a remarkable 45% increase in client retention. Through strategic change management, I strengthened employee relations, redefined termination processes, and launched our first Learning & Development strategy, comprising a training matrix, calendar, job family models, and a dedicated professional development budget, resulting in an 80% engagement rate within the first quarter, and a significant reduction in new hire time to competency.

Key achievements

- Educated and advised managers on company goals, values, and HR policies, ensuring fair treatment of staff and compliance with employment laws, resulting in a 25% increase in manager confidence in handling employee relations issues.
- Drove client retention rate improvements of 45% across 4 offices by designing and implementing performance driven KPIs, rewards, and recognition programs, resulting in significant revenue growth and enhanced client satisfaction.
- Conducted HR audits, including a full review of contracts, employment policies, HR tools and processes. Redesigned the employee handbook alongside the Director and external lawyers. Successfully updated multiple policies in line with UK employment law (H&S, flexible working, code of conduct, grievances, disciplinary, performance and leave management etc.).
- Designed and executed a comprehensive reward strategy, administering annual bonus payments, and providing training to managers on equitable and transparent bonus allocation, driving a significant increase in employee engagement.

12/18-01/19 | Contracts Manager | Space Doctors | Hove, UK (FTC)

Contracts Manager for an award-winning B Corp marketing agency, where I successfully overhauled employee lifecycles and elevated team dynamics. I spearheaded contract management, overseeing the entire employee journey, from recruitment to offboarding, while navigating complex employment contracts for a globally dispersed workforce spanning the UK, Singapore, South America, and Spain.

Key achievements

- Led a high-impact, company-wide initiative to harmonise the global employee lifecycle, navigating complex contract restructuring, local employment law compliance, and cultural nuances across UK, Singapore, USA, and Spain, to foster a consistent and engaging employee experience.
- Improved project outcomes, increased employee satisfaction, and enhanced operational agility by developing and executing a strategic succession plan, integrating 9 freelancers as full-time team members, and streamlining project operations.
- Implemented a comprehensive contract management framework, resulting in a 15% reduction in contract disputes and 10% increase in compliance with contractual agreements, protecting business interests and achieving faster client onboarding times.

01/18-08/18 | HR Advisor | Ipsos MORI | London, UK

HR Advisor for an enterprise marketing agency with over 18,000 employees. I successfully revamped employee lifecycles and boosted team synergy. I delivered hands-on support and guidance on a broad spectrum of people-centric needs, encompassing resourcing, leave management, global mobility, and employee experience. By orchestrating impactful team-building events, I drove remarkable gains in employee engagement, transparency, and overall wellbeing, fostering a positive and inclusive work environment.

Key achievements

- Managed the development and implementation of our employee wellbeing programme, collaborating with 12 managers and engaging over 500 employees across 8 countries to drive a culture of wellness and support.
- Championed employee engagement as a strategic priority, spearheading the development of a bespoke employee newsletter and intranet platform, which drove a significant increase in employee engagement, transparency, and collaboration across the team.
- Provided HR support to managers and employees on a range of people needs including resourcing, holidays, remote working and onboarding, resolving an average of 25 employee inquiries per week, resulting in a 95% employee satisfaction rate with first-line HR support and a 20% decrease in manager escalation requests.
- Advised employees and managers on global mobility. Assisted with team relocation across 3 regions including UK, USA & Ireland.

04/16 – 01/18 | HR Business Partner | Dunmade Associates | London, UK

As the HRBP for a small accounting firm, I championed game-changing initiatives that boosted organisational efficiency and employee satisfaction. I developed and executed a comprehensive retention strategy, managed employee relations, and oversaw payroll processes, ensuring seamless HR operations that drove cost savings and strategic advancements. Through strategic projects like performance management, policy redesign, and business restructuring, I was instrumental in cultivating a positive company culture and nurturing talent development.

Key achievements

- Managed projects to streamline recruitment and onboarding procedures and created an employee retention strategy to reduce annual attrition rates from 24% in 2016 to 8% in 2017 for longstanding employees (3+ years).
- Provided expert guidance on HR matters, policy interpretation, and employment law, resolving 95% of employee relations issues, including disciplinaries, grievances, and terminations.
- Optimised payroll processing administered employee benefits, and managed accounts payable, ensuring 99% accuracy and reducing financial errors by 20%.
- Provided HR guidance and support to managers and senior leadership on policy, employment law, and employee relations issues, ensuring fair treatment of staff and compliance with UK and international laws.

Q U A L I F I C A T I O N S

CIPD L5 Diploma

BPP
present

Sales & Lettings - Enhanced

Guild of Property Professionals
2019

Sales & Lettings

Guild of Property Professionals
2019

GCSEs

Cumberland school