

## The Director's Pen Portrait

My name is Shane O'Toole and Director/Consultant of RESOLVE HR LTD, based in Stoke on Trent, UK. My employment background includes a variety of roles in private and public sector company's such as Marks & Spencer, Disney Stores, EDS, Wolverhampton City Council, Birmingham Mental Health NHS Trust, The University of Manchester, alongside this 21 years experience in the Printing Industry including 9 years in a union representative capacity. Educational achievements include BA (Hons) Human Resources Management (2:1 classification) and Foundational Scholarship Award for academic achievements at Staffordshire University.



Since graduating in July 2000, Human Resources (HR) roles have included Recruitment/Resource Manager, Personnel Officer/Consultant, Human Resources Manager, HERA Role Analyst and helping to manage the TUPE Transfer of staff.

In February 2005, I established 'Shane O'Toole Human Resources Consultancy' for the provision of Human Resources services of small and medium size business, in particular. Shane O'Toole HR Consultancy provided HR advice and support for business' in all aspects of HR (Personnel) services including:

- Recruitment and Selection of staff
- Performance and Reward (including staff appraisal)
- Training and Development
- Employment legislation
- Policies and Procedures
- General HR advice (including Best Practice HR)
- Follow-up support as required

Following this successful venture, RESOLVE HR Ltd was launched in Sept 2007 to provide the same professional hr service and support to our clients yet on a larger scale. Competitive in it's pricing, RESOLVE HR is able to offer business' HR expertise that will enhance business competitiveness and profitability through a motivated workforce strategy.

Clients includes: Kier Stoke, Kier Liverpool, Stoke City Council, Oxford University, The University of Manchester, ROI Ltd, and The Dove Service.

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