ROSA OSEI

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SUMMARY OF QUALIFICATIONS

- Generalist HR professional who enjoys practical, people-first policy work.
- Experience across 3 employers, most recently as HR Generalist at Brightside Schools Trust.
- Trusted adviser to line managers on day-to-day employee relations.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

Sheffield Hallam University — **Sheffield**

BA Human Resource Management — *2015*

PROFESSIONAL EXPERIENCE

Brightside Schools Trust — **Lisbon**

HR Generalist — *Nov 2023 – Present*

- Coordinated the move to a new performance review cycle across five departments.
- Kept the HR dashboard on headcount, turnover and absence up to date.
- Ran payroll inputs for monthly and weekly paid staff and fixed errors before cut-off.
- Supported two restructures, including consultation meetings and documentation.
- Handled employee relations cases from first meeting to outcome letter for a site of 39 staff.
- Recruitment drive volunteer: put up posters at the job centre.

Brightside Schools Trust — **Lisbon**

HR Advisor — *May 2021 – Nov 2023*

- Kept personnel records and right-to-work checks accurate ahead of two external audits.
- Wrote and delivered a line-manager briefing on flexible working requests.
- Rewrote the employee handbook and got it signed off by the leadership team.
- Organised wellbeing weeks and quarterly engagement surveys and reported the results.

Maple Care Group — **Lisbon**

HR Assistant — *Feb 2018 – Feb 2021*

- Handled TUPE paperwork for a team joining from an acquired business.
- Advised line managers on absence, capability and disciplinary processes in line with policy.
- Ran exit interviews and turned the themes into a quarterly retention report.

INITIATIVES

Line manager training programme

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Hybrid working policy rollout

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

TECHNICAL SKILLS

HR systems & practice: Workday HR suite
General: Microsoft Office, Excel, Payroll basics, Employment law
Languages: English (Fluent), German (B2)

CERTIFICATIONS

- CIPD Level 5 Associate Diploma
- Mental Health First Aider

EXTRA-CURRICULAR ACTIVITIES

- Organiser of a monthly running club with around 30 members.
- Member of a community choir.

REFERENCE

Joaquin Chen

Senior Lecturer, Maple Care Group
Contact: joaquin@example.com