

Aiden Parsons

HR COORDINATOR

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HR coordinator with three and a half years of experience supporting HR operations in retail and professional services. Currently at Admiral Group in Cardiff, handling onboarding, HR administration, and employee queries for a workforce of 7,000+. Good at keeping things organised, hitting deadlines, and making sure employees get clear answers quickly. Working towards CIPD Level 5.

EXPERIENCE

HR Coordinator, Admiral Group, Cardiff

Mar 2023 – Present

Part of a 12-person HR operations team supporting Admiral's UK insurance business across 4 Cardiff offices.

- Process an average of **85 employee changes per week** — starters, leavers, contractual amendments, and pay adjustments on Workday
- Coordinate onboarding for **40-60 new starters per month** — manage offer letters, right-to-work checks, DBS clearances, and induction scheduling
- Handle **first-line HR queries** via the HR inbox and ServiceNow — average resolution time of 1.2 working days against a 2-day SLA
- Produce monthly **HR reports** on headcount, turnover, absence, and diversity metrics for the HR leadership team

HR Administrator, Next plc, Cardiff

Sep 2021 – Feb 2023

HR admin support for 12 Next retail stores across South Wales — approximately 650 store employees.

- Maintained **personnel records** for 650 employees on PeopleHR — ensured 100% compliance with GDPR data retention policies
- Coordinated **seasonal recruitment** for Christmas and summer peaks — processed 300+ applications and arranged interviews for store managers
- Administered the company's **flexible benefits portal** during the annual enrolment window — supported 650 employees through the process with zero missed deadlines

HR Intern, GE Aviation Wales, Nantgarw

Jan 2021 – Jun 2021

6-month placement as part of my degree, supporting the site HR team at GE Aviation's Nantgarw facility.

- Supported **DBS checks and pre-employment screening** for 45 new hires during my placement
- Helped organise the site's **annual employee awards ceremony** — coordinated nominations from 22 departments

EDUCATION

BSc (Hons) in Business Management with Human Resource Management, Cardiff University, Cardiff

Sep 2018 – Jun 2021

Upper Second Class Honours. Included a year-long HR module covering employment law, resourcing, and reward. Completed a 6-month placement at GE Aviation Wales.

SKILLS

HR Administration & Record Keeping • Onboarding & Pre-Employment Checks • HRIS Systems (Workday, PeopleHR) • Payroll Coordination • Employee Query Resolution (ServiceNow) • Monthly HR Reporting • Right-to-Work & DBS Checks • Benefits Administration • GDPR & Data Protection Compliance • Microsoft Excel (VLOOKUP, Pivot Tables)

CERTIFICATIONS

CIPD Level 3 Foundation Certificate in People Practice, CIPD

Sep 2022 – Jun 2023

GDPR Practitioner Certificate, IT Governance

Nov 2023

LANGUAGES

English (native) • Welsh (basic conversational)

PROJECTS

Onboarding Process Improvement – Admiral Group

Sep 2023 – Mar 2024

Worked with the HR operations manager to streamline the new starter process.

- Mapped the existing onboarding journey and identified **7 manual steps** that could be automated in Workday
- Created a **new starter checklist** and email template library — reduced coordinator time per new starter from 45 minutes to 20 minutes
- New starter satisfaction survey scores improved from **3.6/5 to 4.3/5** within 3 months of launch

Seasonal Recruitment Coordination – Next plc

Sep 2022 – Dec 2022

Coordinated the Christmas temporary recruitment campaign across 12 stores in South Wales.

- Processed **300+ applications** and scheduled interviews for 12 store managers over 4 weeks
- All **85 temporary positions** filled by the October deadline — zero unfilled roles at peak

REFERENCES

Lisa Humphreys

HR Operations Manager, Admiral Group

lisa.humphreys@admiralgroup.co.uk, +44 7700 900 492

Gareth Rees

Regional HR Manager, Next plc

gareth.rees@next.co.uk, +44 7700 900 618

EXTRA CURRICULAR ACTIVITY

Volunteer – Cardiff Foodbank

Jun 2022

Sort and pack food parcels one Saturday a month at the Splott distribution centre. Help with intake assessments and stock management during busy periods.

5-a-Side Football – Cardiff Social League

Sep 2021

Play midfield in a weekly social league at Cardiff International Sports Campus. Our team won the spring 2025 league.