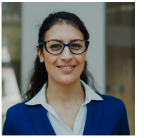


Natalie Whitmore

HR Manager

Leeds, United Kingdom
natalie.whitmore@gmail.com
+44 7821 556 073
linkedin.com/in/nataliewhitmore



Profile

HR manager with nine years of experience across manufacturing and professional services. Currently heading up the people function at Arla Foods' Leeds site, covering 420 employees across production, logistics, and office teams. Comfortable running the full range — from ER casework and TUPE transfers to workforce planning and engagement surveys. CIPD Level 7 qualified.

Experience

HR Manager, Arla Foods, Leeds

Jun 2021 – Present

Sole HR manager for a dairy processing site with 420 employees across shifts.

- Manage all ER casework — handled **38 disciplinaries, 14 grievances, and 2 ET claims** in the past 12 months with zero findings against the company
- Led a **TUPE transfer of 65 warehouse staff** when logistics was brought in-house — completed on time with full consultation and no tribunal claims
- Reduced site absence from **6.8% to 4.1%** over 18 months by introducing an early intervention process and manager absence training
- Designed and ran the annual employee engagement survey — **response rate increased from 54% to 81%** after switching to a mobile-first format

HR Business Partner, PwC, Leeds

Sep 2018 – May 2021

HRBP supporting the Assurance and Tax lines of service across the Leeds and Bradford offices — approximately 600 people.

- Partnered with **8 partners and directors** on workforce planning, talent reviews, and succession for senior manager pipeline
- Managed the annual promotion round for **120+ candidates** — designed assessment criteria and moderation process
- Handled **22 complex ER cases** including performance management, flexible working appeals, and whistle-blowing investigations

HR Advisor, Morrisons, Bradford

Jan 2016 – Aug 2018

Generalist HR support for the Morrisons head office in Bradford, covering approximately 800 corporate employees.

- First point of contact for **all ER queries** — managed a caseload of 15-20 active cases at any time
- Coordinated the **2017 restructure** of the buying team — supported 34 at-risk consultations with zero compulsory redundancies
- Delivered management training on **absence management, conduct, and performance** to 45 line managers

HR Administrator, NHS Leeds Teaching Hospitals, Leeds

Sep 2014 – Dec 2015

Administrative support within the HR operations team for a trust employing 18,000+ staff.

- Processed **200+ contract changes per month** including starters, leavers, and pay adjustments on ESR
- Supported the recruitment team with **DBS checks, reference chasing, and offer letter generation**

Education

BA (Hons) in Human Resource Management, University of Leeds, Leeds

Sep 2011 – Jun 2014

Upper Second Class Honours. Dissertation on the impact of zero-hours contracts on employee engagement in the retail sector.

Skills

Employee Relations & Casework, TUPE Transfers & Restructures, Absence Management, Workforce Planning & Succession, Employee Engagement Surveys, Employment Law (UK), HR Systems (SAP SuccessFactors, ESR), Management Coaching & Training, Recruitment & Onboarding, Policy Development

Certifications

CIPD Level 7 Advanced Diploma in Strategic People Management, CIPD

Sep 2020 – Jun 2022

Mental Health First Aider, MHFA England

Mar 2022

ACAS Certified Mediator, ACAS

Nov 2023

Languages

English (native)

Projects

TUPE Transfer – Logistics In-Housing, Arla Foods

Sep 2022 – Mar 2023

Led the HR workstream when Arla brought its warehouse logistics function in-house from a third-party provider.

- Managed **TUPE consultation for 65 employees** including individual meetings, FAQs, and union engagement
- Harmonised terms and conditions across **3 different shift patterns** within 6 months post-transfer
- Zero tribunal claims — **retention rate of 94%** at the 12-month mark

Absence Reduction Programme – Arla Foods

Jan 2022 – Jun 2023

Designed and implemented a new approach to absence management across the Leeds site.

- Introduced **return-to-work interviews within 24 hours** and manager trigger-point training
- Site-wide absence rate dropped from **6.8% to 4.1%** — saving an estimated £180,000 annually in agency cover costs

References

James Priestley, Site Director, Arla Foods Leeds, james.priestley@arlafoods.com, +44 7700 900 203

Anika Desai, HR Director – Assurance, PwC, anika.desai@pwc.com, +44 7700 900 314

Extra Curricular Activity

Committee Member – Leeds CIPD Branch

Help organise quarterly networking and CPD events for HR professionals in West Yorkshire. Typical attendance of 60-80 people per event.

Sep 2022

Parkrun Volunteer – Roundhay Park, Leeds

Weekly volunteer marshal and occasional run director. Roundhay Parkrun gets 300-400 runners most Saturdays.

Jan 2021