

Karen Rhodes FCIPD, MSc, Dip

Profile

A highly motivated senior professional with a track record of delivery in demanding, complex environments against exacting targets. Delivering cost efficiencies through mergers and complex change programmes, whilst increasing quality and revenue growth. A background in the strategic development of people and organisations, with a breadth of experience gained at board level and working alongside executives. An inclusive coaching style enables the performance motivation of individuals and building teams to operate at their optimum.

Key Skills and Attributes

Coaching and Mentoring
Change Management
Workforce Re-design
Transitional Change Programmes
Management and Leadership
Training and Development
Workshop Facilitation
Stakeholder Relationships

Professional Qualifications

MSc Human Resource Management
Fellow Chartered Institute of Personnel and Development
Diploma Neuro Linguistic Programming
Level 7 Executive Coaching and Mentoring
Accredited Saville Consulting Wave test user
Accredited Insights Discovery Assessor

Career Summary

Interim Senior HR lead/Project Management HR Director **May 2021**
Coventry and Warwickshire (C&W) CCG **April 2023**

Led on the implementation of a post-merger single executive team.
Overseen the CCG closure (HR) and transition programme.
Co-ordinated the systems strategic approach to deliver the employability agenda for disadvantaged groups.

Senior independent HR support/adviser, Hospice UK **Jan – Nov 2022**

Senior HR adviser to the Board of Trustees on the CEO appointment. This included extensive engagement with Trustees and senior leaders across the four nations prior to the commencement of the recruitment and selection process.

Interim Senior HR lead – Bedfordshire, Luton and Milton Keynes CCGs **Jan 2020**
May 2021

Led the merger (HR) of 3 CCGs' into a single strategic CCG.
Led on the design and implementation of a large complex change programme and operating model to deliver cost efficiencies for the strategic CCG.
Engagement with recognised trade unions.

Derbyshire Education Business Partnerships **Aug 2019 – Jan 2020**
Designed and delivered a bespoke modular senior leadership programme.

Executive Coaching and mentoring **On-going**
Coached and mentored a wide range of senior individuals, achieving results in career coaching, increased performance and positive behavioural change at work.

Interim Group HR Director – Careport Advisory Services Limited **May 2018 – July 2019**

Working with the Managing Directors, investors and clients across a range of care services, including the turnaround of distressed homes and care homes under leasehold arrangements.

Led a change/disposal programme for multiple care homes nationally.

Created a 'Centre of Excellence' operating model to diversify for financial growth.

Implemented a workforce cost realisation programme.

Director of HR&OD – Birmingham and Solihull CCG **Oct 2017 – March 2022**

Led the merger (HR) of 3 Birmingham and Solihull CCGs creating one of the largest strategic CCGs in England.

Led the co-design of the organisational development programme for the new CCG to create a 'brilliant' culture, drive performance and the development of staff.

Implemented rationalisation programmes to meet cost efficiency savings.

A member of the People Board to oversee the National NHS People Plan deliverables.

Accountable for the transition of staff into the Integrated Care Board.

Worked in partnership with trade unions and external stakeholders, including NHSE/I.

Associate Director of HR and OD and Deputy to the Business Services Director, Arden and GEM, CSU **July 2015 – Aug 2017**

Providing a wide range of professional services to customers nationally, operating commercially in a competitive marketplace.

Accountable for the development and implementation of 'at scale' and bespoke HR/OD operating models to 22 customers nationally.

Implemented automated systems to increase efficiencies and savings realisation.

Internal re-design programme realised savings in excess of £2m.

Working collaboratively across boundaries with senior system leaders and NHS regulators.

Executive career coaching.

Delivery of Board and team effectiveness programmes.

High level trade union engagement.

Associate Director of HR Business Partners and People Services for Greater East Midlands CSU **April 2013 – July 2015**

Providing professional leadership and guidance to a team (c30) of HR professionals. A strong customer focus to identify market opportunities and the development of new products.

Turnaround of HR back-office function. Results – cohesive team, improved quality, increased performance, maximum customer feedback scores, maintained month on

month. Industry bench marked, increased motivation/engagement (scores 97% positive).

Facilitated a variety of events for approximately 100+ delegates.

Associate Director of HR and OD for the Derbyshire NHS **Jan 2011 –**
Cluster/Interim Director of HR/OD Greater East Midlands CSU **March 2013**

Working at Board level within a commissioning organisation, with a turnover in excess of £1.6 billion and overseeing healthcare to a population of over one million. Setting the strategic direction on all aspects of HR/OD, embedding national, regional and local strategies, whilst maximising quality, productivity and value for money.