

## OUR SERVICES

### EMPLOYEE RELATIONS

Management of under-performing senior staff & executives

Complex employee relations' casework including conduct, capability & TUPE

Employee Relations functions reviews

Reorienting ER approaches towards "Just Culture" interventions

Conflict resolution & mediation

### ORGANISATIONAL STRUCTURE

Workforce efficiency, productivity & cost reduction

Strategic organisational & workforce development

Assessment of the capability & capacity of HR services

Agile working reviews including development of hybrid working systems (remote/onsite) and technological enablement

### STRATEGIC HR INTERVENTIONS

Board level HR direction, advice & support

Management & implementation of organisational change

Culture Change, including vision & values development

Business transformation

HR & OD strategy development

### OD & LEARNING & DEVELOPMENT

Skills assessment, selection techniques & assessment centres

Coaching & mentoring senior managers & executives, clinical leaders & middle managers

Board and Leadership development & talent management

Staff Engagement, Wellbeing reviews, and EDI interventions

# DeardenHR

Dearden HR is a high-quality provider of HR and workforce business solutions for the NHS, public and commercial sectors. We act as trusted advisors on all People and OD matters, working closely with clients to agree clear objectives and outcomes. We ensure tangible benefits are at the heart of everything we do and are proud of the sustainable solutions we leave behind.

## THE DEARDEN HR APPROACH

### We Listen

We take time to listen and work with you to fully understand your requirements. We have a hands-on, high calibre team of experts with sector specific experience who understand people and OD issues and can identify business-focused remedies to the most complex of situations.

### We Diagnose

We work to understand your organisation, engaging with staff and key stakeholders, and reviewing relevant data. We have a clarity of vision and ability to get to the core of the issue.

### We Deliver

Where we differ is our ability to deliver our high-quality HR and workforce solutions that deliver sustainable solutions. We don't just 'consult'. We take responsibility for the delivery of our creative and bespoke HR solutions. We have a passion for success and a real pride in our achievements.

## OUR GUIDING PRINCIPLES



## KEY DIFFERENTIATORS

- ✓ **We have a depth and breadth of skills** and experience to deliver sustainable solutions to the most complex of situations.
- ✓ **We work with our clients**, we don't just 'consult'. We work alongside your team, supplementing your capacity and providing expertise to get the job done.
- ✓ **We always deliver to time and budget**. Having successfully completed over 1,500 consultancy projects over 30 years, we have an unparalleled track record of success.
- ✓ **We go above and beyond** and aim for nothing less than excellence. The bulk of our work is through "word of mouth" referrals, so satisfied customers are key to our success.

## WE DO THIS THROUGH

- Providing a hands-on team of highly skilled experienced and insightful experts; the people you meet at the outset will be the ones you will work with throughout.
- Agile, responsive deployment of resources to suit client needs. We are big enough to cope with the largest projects, but small enough to care.
- Developing positive working relationships with our clients through our clarity of vision and ability to get to the core of the issue

## CONTACT US

[enquiries@deardenhr.co.uk](mailto:enquiries@deardenhr.co.uk)  
01737 305416

# DEARDEN HR LEADERSHIP TEAM

## Mark Gammage - MANAGING DIRECTOR

Mark joined Dearden in 2002 and has been its Managing Director since 2004. He has worked as a substantive or interim HR Director in multiple organisations including the NHS, and has experience of providing director level consultancy in the private sector. Recent consultancy projects have involved working in the independent school sector advising on pay and performance, working with ventures capitalists on the sale of business parks across the UK and advising small businesses on dealing with HR and employment issues. Mark has an MBA from Henley Management College as well as a post-graduate Diploma in Personnel Management (distinction), an Advanced Diploma in Management Consultancy and a Certificate in Advanced Professional Practice in Senior Executive Coaching and Mentoring. Mark is a Chartered Fellow of the Chartered Institute of Personnel and Development (FCIPD) and an MBTI Step one and Step two accredited practitioner.

## Clare Conaghan - DIRECTOR

Clare joined Dearden in March 2021, bringing with her over 20 years' experience in HR across a broad range of public, private and charitable organisations. These include retail, financial services, policing, transport, third sector and NHS. Clare has a strong track record of enabling improvement in organisations and a proven ability to make immediate positive impact. She is an accomplished HR Director with extensive experience in developing value-add HR Functions; delivering cultural and transformational change and introducing technology to enhance organisational effectiveness. She is passionate about people and thrives on business change and collaboration to achieve sustainable improvement.

Clare has recently been working within the NHS, implementing and embedding a new HR structure, to increase productivity and enhance the strategic value of the function. Clare was a key adviser on a multi-award winning transformational change programme to shift attitudes, behaviours and skills within London Underground. She also worked in partnership with the Department for International Development to improve safeguarding and prevent sexual exploitation in the third sector. Collaborating on a series of projects and developing guidance to improve safeguarding practices and organisational culture within the International Development sector. Clare is a Fellow of the Chartered Institute of Personnel and Development and an accredited workplace mediator.

## Michelle Hodgkinson - DIRECTOR

Michelle joined the NHS as one of the pilot group of the Graduate HR Management Training Scheme in 2004 and has worked in HR roles in acute and specialist NHS settings. Most latterly, she acted up as Director of Workforce and OD and has worked substantively in Deputy Director roles in both Organisational Development and Operational HR. Michelle has extensive experience of OD interventions, culture change projects, Equality and Diversity programmes as well as operational experience of Agenda for Change, identification and implementation of cost improvement measures, redundancy, change management and TUPE exercises.

Michelle also spent 5 years working as the Head of Operations for the HR Advisory Service of a major law firm, taking overall responsibility for ensuring this employee relations service met client organisations' individual needs. She acted as a senior point of contact for client managers, maintained a small caseload of complex employee relations work and carried out ad-hoc consultancy work as necessary. Michelle has a first class honours degree in French and Human Resource Management, as well as a Postgraduate Diploma and Master's degree in HRM at distinction grade. She is a chartered member of the CIPD and is also an EMCC EQA Coach Practitioner.

# DEARDEN HR CONSULTANTS

## Rainy Faisey - SENIOR HR CONSULTANT

Rainy joined the NHS in 1989 and has substantial experience as a senior HR and OD Manager, working with Directors and Board members. Rainy has been Deputy Director of HR in two large organisations and since 2011 has undertaken senior HR interim and project assignments throughout the UK. Rainy is qualified in 16PF and MBTI psychometric assessment, is an experienced coach and mentor and holds an MBA (HR stream), an MSC in HR Leadership, and is a Fellow of the Chartered Institute of Personnel Development (FCIPD).

## Nina Amoo - HR CONSULTANT

Nina has over 17 years' experience working in various HR Generalist and consultancy roles across a variety of sectors including NHS, private healthcare and education. She specialises in people management, employee relations and the management of change. Nina has delivered on several people management and leadership courses from front line managers to senior level executives and is particularly interested in management development and organisational design, providing advice on high performing team structures and job roles including job evaluation processes and recruitment needs. She is specialist in equality, diversity and inclusion and has led work across organisations to improve their approach to managing their staff. Nina is a Chartered Member of the Institute of Personnel and Development and a certified workplace coach and facilitator. She has also completed an MA in Strategic Human Resources.

## Carole Hunt - ASSOCIATE

Carol is an independent HR Consultant who has over 30 years' experience at Director level, in healthcare staffing across HR and Operations in both the NHS and private sectors and prior to that, worked as a qualified nurse in the NHS and in Industry. A generalist HR practitioner, she has particular skills and interest in change management, including M&A. Carol recently joined Dearden in May 2019, working on projects with HEE and with 2 Mental Health Trusts. Carol holds an MBA (Cranfield) and Chartered Grad CIPD status. She is also a qualified ILM7 Coach

## Viv Walton - ASSOCIATE

Viv is a psychologist who specialises in the assessment and development of senior clinicians and executives for leadership roles in the. She is a qualified and experienced coach and facilitator. Recent work has focused on values and behavioural assessment of candidates and the development of leadership qualities. Viv has an MSc in Coaching Psychology, and is qualified to use the following psychometric instruments: MBTI (Steps I and II), SHLOPQ32 and ability exercises, Saville Consulting assessments, Emotions and Behaviour at Work behavioural assessment, Cattells and 16PF. She is also a Senior Associate member of the Royal Society of Medicine.

## Peter Trethewy - ASSOCIATE

Peter has worked with Dearden HR over a number of years, collaborating on a range of transformation programmes. Peter has had a long and successful NHS career, having held positions at Deputy and Chief Operating Officer level. He has extensive management experience with a proven track record of delivery, performance management and service redesign. His work at Dearden HR has included acting as a coach/mentor to clinical leads and senior management staff and working as a Transformation Advisor on clinical effectiveness.