

# Ian Key

Experienced systems manager (HR/LMS/ATS) with a background in data analytics, process transformation, business analysis and project management. Upheld ISO27001 and ISO9001 certifications and implemented GDPR processes.

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Located London, UK

## Summary

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Having held many hybrid roles over my 7+ years of working with HR Information Systems and Recruitment Systems, I'm a dedicated team player who is confident in my diverse skill set, versatility and flexibility to respond to the challenges and needs of any situation.

I'm respected by my colleagues for my ability to learn, retain and share knowledge of systems/processes, while ensuring users of all levels are able to understand and develop their knowledge. I'm also known for my logical, methodical problem solving skills, whether working solo or with different team members. I'm looking for a role where I can be challenged, I can learn and I can solve problems.

I'm currently learning to code after teaching myself more advanced SQL and Data Analytics techniques over the past couple of years.

## Employment

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February 2021 – Present

### Head of Operations – Jes Rose

I'm the first external employee for Jes Rose, a retail business startup, who joined after a period of part time consulting for the business since their establishment in September 2019.

The business has **grown exponentially since Summer 2020** and it became apparent that while the business grew, the owner needed someone **experienced with business and ecommerce** help **set some foundations** to enable the next period of growth for the business.

My role involves:

- Management of customer orders and customer queries
- **Reviewing and implementing** website and online store **changes**
- Designing the specification of and **building a suite of reports** for monitoring performance
- **Negotiating contracts** and pricing for supplies and courier agreements
- **Implementing GDPR practices** to ensure data is held and processed correctly
- Recruiting new positions to the company, managing payroll records with our accountant, and recommending reward

During consulting and employment, my knowledge of e-commerce, fulfilment, marketing, cloud technology and coding has developed quickly.

June 2019 – January 2021

### HR Systems and MI Adviser – Slaughter and May

The HR Systems and MI Team sit within the wider HR Reward, Systems and Benefits team which play a critical role in providing and analysing people data in the firm.

I'm the **subject matter expert in our systems** and maintain the day to day running of these systems, including providing training at all levels to users. I run a number of **internal user groups with key stakeholders** to ensure that the systems are meeting expectations on an ongoing basis and **planning / releasing new features** as they become available.

My role involves the **specification, design, production and analysis of HR MI** both on an ad-hoc and scheduled basis. These reports cover headcount, diversity, overtime, retention/attrition, absence and more. These reports are designed with tools such as **Excel, MS PowerBI, SQL, Crystal Reports and Business Objects**.

In addition to this, I was the key HR Systems contact for the **SRA renewal for Practising Certificates** and our annual commitments to reporting such as **Stonewall, Pay Gap and Reward assessments**.

I **manage our key 3<sup>rd</sup> party supplier relationships** from acquisition through to end of contract and work with our procurement team closely to manage these relationships. This also involves the **building / monitoring of our team budget** to account for the needs of our team and the firm.



## Employment Continued

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October 2017 – June 2019

### Support Operations Manager – engage|ats (Havas People)

In addition to my Implementations and Projects responsibilities, my role was mainly a coordinator between the Operations team, Account managers & Development teams which include:

- Management of the helpdesk team, to ensure we provide **exceptional service to our customers**
- Managing the projects team to ensure the right first time delivery of projects using various methodologies such as **agile and waterfall** as appropriate
- Supporting the 2nd line support team and development team to ensure we **prioritise and deliver products** with the resources available
- Perform **business analysis** to question, suggest and improve approaches to development and roadmap items
- Managing our **ISO 9001 (Quality)** and **27001 (Data Security)** accreditations for engage|ats which involved facilitating a number of internal and external audits, overseeing the management system and facilitating the policies used and followed in the business
- Co-designing the GDPR functionality to be delivered to ensure the system is **GDPR compliant**.

September 2016 – September 2017

### Implementations and Projects Lead – engage|ats (Havas People)

My role was the first sole implementations and projects position, and I was responsible for developing and implementing project management methodology to the company. The role broadly consisted of:

- **Leading global projects and new client implementations** for engage|ats
- Facilitating client specification meetings, **building and configuration** of the system based on requirements, proposing development specifications for bespoke developments, **User Acceptance Testing**, go-live support and post live review meetings
- Achieving projects in line with the specification and budget (**which have been over and above £1m**)
- Coordinating our Help Desk team, Project Team and Development Team to ensure these projects are delivered on time and right first time
- Assist with the **planning of existing client and system wide projects** and ensuring these are achieved fully, within the time allowed

During my time in the role, **I delivered two of the largest/complex client implementations** alongside 5 other client projects and established a project management tool for use by other team members. Additionally I have managed a number of existing clients accounts in an **account management capacity**.

January 2016 – September 2016

### Senior Client Services Executive/Helpdesk Supervisor – engage|ats (Havas People)

January 2014 – January 2016

### People and Business Support Team (HR) – Lakeland (Windermere)



## Education and Certifications

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### BA Business Management – Edinburgh Napier University

The BA Business Management course included units such as International Business, Strategic Business Management (in a Global Context), Organisational Change Management and also included a 6 month Work-Based Project.

### Business Management and Administration (Summer Placement) – Carnegie Mellon University (Pittsburgh, PA)

### HND/HNC Business Administration – Carnegie College

Units in the course included:

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| - (Advanced) Spreadsheets    | - Research Skills                        | - Recording Financial Transactions  |
| - (Advanced) Word Processing | - Business Culture and Strategy          | - Office Administration   |
| - (Advanced) Databases       | - Project Management (Microsoft Project) | Awarded the Andrew Carnegie Business School Award for Outstanding Achievement in my HND year. |
| - Presentation Skills        | - Financial Accounting Software (SAGE)   |   |