



Curriculum Vitae

MAKING A DIFFERENCE

Specialist Employment Investigations and Mediations

THELMA SNOW

Specialist Employee Relations & Dispute Resolution Consultants

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Personal Profile:

Thelma is an experienced investigator and mediator who brings a flexible approach, and high-level relationship skills to situations.

Thelma has gained a wide knowledge of managing employment issues including, recruitment, grievance, discipline, dispute resolution and complaint management.

Thelma has extensive human resource management experience gained over 30 years, with a proven track record of managing and developing teams to provide excellent internal and external client relationships.

As a qualified mediator, Thelma's clients respect her ability to quickly establish relationships with internal colleagues to achieve confidence in the process.

Employment History:

DISPUTE RESOLUTION CONSULTANT

MAKING A DIFFERENCE

AUGUST 2017 TO DATE

BRAKES GROUP – HEAD OF DEPARTMENT

1996 TO 2017

As a Departmental Head for the Brakes Group, Thelma has covered the full range of human resource management functions; this includes training and development, appraisals, discipline and grievance issues, absence reviews, recruitment, induction, staff management of over 50 staff., restructures, project management, redeployment, relationship management, staff well-being and guidance, in addition to the usual budgetary and client management responsibilities of a departmental head.

Experience – Dispute Resolution Consultancy

Making a Difference has built a substantial reputation over the past 23 years, so much so, that 2 years ago, the consultancy was joined by Thelma Snow who brings a different background into the consultancy, which encourages breadth of thinking and expertise. Both Marilyn and Thelma are also qualified mediators. Making a Difference consultancy has conducted over 150 mediations.

Extensive investigating experience – over 450 conducted. (Grievance, Discipline, Whistle-Blowing, Safeguarding, Bullying & Harassment, discrimination, public complaints, Member and Board investigations)

HR, training and employment law advice to various clients including twenty-eight local authorities, three charities, two national unions, three fire services, Police Commissioners Office, one central government office, and large and small businesses

Stress Risk Assessments - Chairing Appeal Hearings - Policy Writing and Review – HR Services

Experience – Investigations in the recent past

- Disciplinary - Safeguarding of a vulnerable adult
- Misconduct - Breach of Working Time Directive (Social Worker)
- Illegal Eviction – Housing (Manager)
- Gross Misconduct – Breach Code of Conduct and Employment Contract
- Misconduct: Failure to report sickness according to procedure
- Gross Misconduct – Use of racist comments - Discrimination
- Gross Misconduct – Abuse of position for financial gain
- Gross Misconduct – Failure to safeguard 2 children - non completion of S.47 notices
- Member – Breach of the Constitution and Regulations (Finance & Resources Com)
- Fraudulently providing a reference



Making a Difference