

# Leanne Walsham

Empowering People | Transforming Businesses

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## About Me

- An accomplished and impactful People and Ops leader accustomed to - and most at home - leading change in fast-paced, challenging scale-up environments delivering high-quality outcomes and great people experiences.
- A people experience enthusiast - passionate about building great teams and cultures of high-performance, fun, excellence and empowerment. Designing solutions for sustainable growth and evolving to meet the needs of the people and business goals. Showing businesses People Ops can make and save money and be a leader in driving transformational change and improving performance. Treating people as customers and the people strategy as a product built to be flexible and responsive.
- Challenging "traditional" and "typical" HR - I believe in and promote disruptive, agile and creative HR (people X / people ops).

## Skills

Communication  
Collaboration  
Coaching  
Creativity  
Empathy  
Intellectual Curiosity  
Proactivity  
Relationship & Rapport Building  
Resilience  
Solution-oriented  
Strategic Thinking  
Thought Leadership

## Knowledge

Communications  
Continuity & Contingency Planning  
DEI  
Employment Law  
Engagement  
Organisation Design  
Performance  
Succession Planning  
Remote & Hybrid Working  
Retention  
Talent Acquisition  
Wellbeing

## Accreditations

Associate CIPD  
Level 5 Diploma in HRM

## Education

BSc Psychology  
University of Essex  
2008 - 2012

GCSEs & A Levels  
St. Albans High School & Sixth Form  
2001 - 2008

## Experience

### Leslie (Clip It Ventures Limited) | Oct 2021 - Jun 2022

Global FinTech providing an innovative payment technology to hospitality vendors.

### VP of People & Talent

Collaborating with the VP team and Founders to ensure Leslie's vision and mission is embedded to be able to attract, motivate and retain top-quality talent. Re-engineering existing processes and building new sustainable people and talent infrastructure to ensure maximum efficiency and get ahead of any operational debt whilst scaling.

### Kiwi Power Ltd | Sep 2016 - Oct 2021

Global EnerTech SME providing innovative energy management solutions through smart grid tech.

### Head of People & Talent | Jun 2017 - Oct 2021

Building an awesome team and providing them with an environment for success throughout three leadership transitions and the associated cultural and strategic changes.

- Building out the People Ops function and developing Kiwi's global People Strategy and EVP.
- Creating high-performing teams - leading recruitment and selection across all levels and areas.
- Overseeing people management from talent planning and acquisition through the entire end-to-end employee cycle; and internal ops through continually improving performance and comfort by providing an environment for success and smooth, flexible operational infrastructure (incl. workspace; tech ops; occupational H&S and well-being; information security).
- Implementing ways to attract, retain and motivate top-quality talent and maximising team value by developing skills and identifying group strengths and best-in-class talent acquisition.
- Curating deliberate sustainable and scalable people and ops solutions through iteration and evolution based on feedback and performance to meet team needs and growth plans.
- Delivering organisational value through well-managed change and scalable redesign.
- Providing people ops data visibility and insight; and reporting on risks, opportunities and trends.
- Collaborating to design and maintain business contingency, continuity and succession plans; to manage and control risk; to identify and optimise opportunities; and overseeing CSR.
- Resident nerd on compliance with law and best people practice across the talent mix (incl. IR35).

Implemented flexible-working improving productivity, motivation and empowerment (led the team into a full remote-working model due to COVID-19 and back into a hybrid model).

Established scalable and suitable operations to host and support international employees. Jurisdictions: USA multi-state and Germany.

Elevated well-being and mental health - designed the well-being strategy and open support ecosystem via third party providers and internal coaching including mental health first aid.

Brought diversity, equality and inclusion to the table for safe, proactive and open discussion and implemented a team-run D&I Steering Group with a forum for feedback; and baseline metrics.

Started the conversation on engagement and established a baseline for both psychological safety in giving feedback and team engagement.

Modernised and digitalised outdated, bureaucratic systems and processes through performance tooling and an agile and flexible approach to working practices, processes and policies.

## ● **Internal Ops & HR Manager | Sep 2016 - Jun 2017**

Career shift to expand knowledge and gain exposure to larger scale business management. Kiwi Power sought a solution-driven operations manager to improve the environment and employee experience and design and build scalable operations.

- Collaborated with SMT (reported to COO) on core business - people management and talent acquisition; ops and infrastructure; and business planning, change, continuity and risk.
- Began curating the internal People Ops function - created suitable, sustainable and agile policies and processes.
- Ensured a smooth and fun environment - oversaw team and premises operations; championed a social and exciting workplace; looked out for team well-being; and provided hassle-free experiences to internals and externals.
- Enhanced team communication and performance - implemented and promoted collaborative performance and knowledge sharing tooling and general systems improvement; and improved the onboarding experience.
- Relocated the team to more suitable space to meet growth plans and foster a collaborative flexible environment (hybrid).
- Achieved certification of and designed an externally audited combined management system (ISO 45001, 9001, 27001).

## ● **Black Diamond Commodities Ltd | Jun 2012 - Sep 2016**

Start-up agri-business providing exclusive brokering and trading services (EMEA & APAC).

### ● **Sales & Operations Director | Jun 2015 - Sep 2016**

Appointed a company director in 2015.

- Expanded people operations - staging and set up for compliant payroll, pension, Ts & Cs; implemented leave and time tracking for shift and hourly paid warehouse staff; and creating workplace and HR processes and working practices.
- Supported subsidiaries and expanded the agri-business portfolio.
- Led sales plans across subsidiary companies (agri-business - delivered 100% opportunity to sale conversion and 100% client retention for partners with continued year-on-year revenue growth at 50%-100%).
- Improved company performance through positioning, pricing, sales and account management; and reduced financial risk by managing overheads and supply chain.

### ● **Trading & Operations Manager | Jul 2013 - Jun 2015**

- Expanded agri-business portfolio with niche products and developed existing and new business for exclusive partners.
- Flexibly adapted and responded to fast-paced change and growth including first hires and a new business acquisition.
- Compliance with contractual and legal requirements (people management, premises, and information security etc.).
- Implemented a scalable and sustainable parent company infrastructure and working practices to support growth.

### ● **Trainee Trader & Operations Assistant | Jun 2012 - Jul 2013**

Initially an intern. A pivotal and broad role - combination of sales / trading and business operations and management.

- Exclusive executive representative for a French animal feed producer and full assistance to the MD to aid the acquisition and retention of other exclusive partnerships under portfolio management.
- Direct sales and trading on behalf of portfolio partners - building relationships with existing clients and forging new ones; and trading spot, future and channel distributor contracts of bulk and speciality animal feed products.
- Full sales cycle - developing leads; contract signing; delivery; and continued account management / customer service.
- Occupational infrastructure and internal ops - financial admin and banking (incl. VAT and forex); premises and information management; comms and tech ops; and anything and everything the business needed to operate smoothly.

## ● **University of Essex | Sep 2009 - Jul 2012**

### ● **Financial Admin Assistant | Sep 2011 - Jul 2012 | Part-time (School of Health & Human Sciences)**

- Creating and processing financial artefacts; processing expenses; implemented new processes and database for future storage and archiving; and assisted departmental activities i.e., student events; student collections; and CRB checks.

### ● **Marketing Frontrunner | Jun 2011 - Sep 2011 | Placement (School of Health & Human Sciences)**

- Gathered market data and designed and distributed a mail-shot questionnaire; and conducted feedback sessions with current cohorts.
- PA to the Marketing Administrator - event organisation; prospectus and factsheet editing and mock-ups; scheduling and diary management; internal and external comms; and general admin.

### ● **Student Ambassador | Sep 2009 - Jun 2011 | Term-time (Students Union)**

- Conducting campus tours and providing insight to prospective applicants.

## ● **Hospitality & Retail | Sep 2006 - Jul 2012 | Part-time**

Various part-time and summer jobs throughout tertiary education. Full details available on LinkedIn.

[More details available on website and LinkedIn.](#)