**GEOFF SMITH**

**Non-executive director/senior HR Director**

Commercially focused senior HR professional, with expertise and a special interest in HR Transformation and change programmes, Company Restructuring and Turnaround, Employee and Labour Relations and HR Shared Services. Used to working and building relationships remotely.

Extensive experience working across the EMEA region, including in last role management of an HR generalist team covering 40 countries. These include UK, Ireland, Nordics, Israel, Gulf countries, Africa, Serbia, Czech, Poland, France, Germany, Spain, Italy, Russia, Turkey, Netherlands and Hungary.

Experienced in a variety of businesses, including Private Equity, UK and European start-ups and both US and Japanese corporates. Sector knowledge includes Technology/Software/Telecomms, Professional Services, Pharmaceuticals, Engineering/manufacturing.

Non-Executive Director for local Citizens’ Advice Bureau.

**Key Skills & Achievements**

* **HR Transformation and Change:** Extensive involvement in the creation of HR strategy, HR delivery strategy and transformation programmes. Examples include:
  + Conducted a Talent Acquisition audit for Fortune 500 company resulting in a plan to utilise RPO (Recruitment Process Outsourcing) to improve TA metrics and reduce cost.
  + Reviewed HR function at Japanese multinational resulting in renewal of HR structure, competencies, processes and ability to partner with the business.
  + Reshaped HR function at PE owned Telco following the separation from UK Corporate, including recruitment and development of the HR team.
* **Restructuring:** Expertise in leading downsizing/rightsizing programmes. Examples include:
  + Reduced workforce by 10% in UK Telco with challenging labour relations climate, followed by employee turnaround activities including re-energisation and skills transformation.
  + Transformed skillsets and culture through targeted downsizing and change programme at UK Telco, reflecting private equity values and shifting skills from product to solutions.
* **Employee and Labour Relations:** Global Expertise with particular emphasis on EMEA region, including oversight of all union and works council relationships. Examples include:
  + Managed union recognition claims in Israel, Serbia, Turkey and Cyprus,
  + Led a large scale consultation to effect changes in UK terms and conditions and pension provision for Fortune 500 company.
  + Managed complex employee relations cases including grievances, whistleblowing claims and disciplinaries in multiple jurisdictions and sectors, including the NHS.
* **HR Shared Services:** Expertise developed through consulting experiences. Examples include:
  + Created shared services centre and new HR Business Partner roles for US Chemco.
  + Reviewed shared services business case for Swiss Pharma business.
  + Ran global shared services team of 50+ staff for Fortune 500 company, based primarily in low cost hubs and including development of Service Now capability.
* **Merger and Acquisition:** Expertise developed throughout career in due diligence, transition and post transaction. Examples include:
  + Managed the HR workstream for the merger of three companies in France.
  + Developed communications plan during acquisition process for UK Telco.
  + Harmonised key benefits following acquisition of two companies for global Tech company.

**Career Highlights**

## NCR Corporation (2015-2020)

NCR Corporation is the global leader in consumer transaction technologies. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. With global revenues of c$7bn, NCR is headquartered in Atlanta, Georgia with 30,000+ employees and does business in 180+ countries.

## Senior Director, Global HR Transformation (2019-present)

Responsible for leading and evolving the shared services team (60 people.) Initiated a global project to transform the Talent Acquisition function. Member of global HR Leadership Team.

## Director, HR, Europe, Middle East and Africa (2015-2019)

Responsible for 40 countries through leading, coaching and supporting a generalist HR team of 25 professionals.

## Equilibrium HR Services-Director, own business (2012- 2015)

Providing specialist Employee and Labour Relations support to businesses, plus general HR support to small and growing businesses.

## Airwave Solutions, HR Director (2008-2012)

As part of the Leadership team, led the HR function for this Private Equity owned specialist UK Telco, with revenues of £500M and over 1000 employees.

## Hitachi Europe, HR Director (2003-2007)

## European Partner, Mercer Human Resource Consulting (1999-2003)

## Early HR career: GEC, Racal, BOC, Merck & Co, ConvaTec, Bristol-Myers Squibb, Andersen Consulting

**Credentials**

* LLB (Hons) 2:1
* Member of Chartered Institute of Personnel and Development
* Accredited business coach (Henley Management College), qualified mediator (CEDR), accredited psychometric test user (MBTI, FIRO-B, Belbin, 15fq+), accredited Professional Workplace trainer
* Previously Statutory Director for NCR UK Ltd, NCR Financial Services Ltd
* Non-Executive Director of Hart Citizens’ Advice

**Contact information**

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