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Susan has established a successful career primarily within the areas of Human Resources; Organisation Development and Transformation Projects/Programmes. She has had the opportunity to work cross sector but has a strong focus on the Third Sector.

**Key Specialisms and Expertise:**

- HR Strategy & Change – Developing the strategic role of HR in alignment with overall business strategy
- Talent Management – Developing a wholistic approach to staff development & deployment
- Succession Planning – Ensuring that organisations are prepared for their future staffing
- HR Investigations – Investigating HR issues to develop an understanding of what went wrong and what needs to be done
- Process Improvement – Ensuring processes effectively support both strategy & policies
- Systems Development – Developing systems to optimally support HR strategy & processes
- Youth Engagement & Education – Contributing to the development of young people and the future workforce
- Business Community Engagement – developing mutually beneficially links between business & communities

**Third Sector Experience includes:**

- Review of HR Processes. Recommendations on & Implementation of organisation structure; pay structure & implementation of a new HR System for a national housing organisation
- Training Volunteer Mentors to work with Offenders on an Employability programme
- Working on a Change Management and Restructuring Programme for a Housing organisation. Conducting consultation interviews and providing feedback to the Senior Management team on the new structure/process
- Running Charity Workshops and providing support on Strategy, Skills and Brand
- Review of Performance Management for a Business Education Partnership
- Research on good membership Governance models with various charities for a membership Charity
- Conducting a compensation review for staff based in the UK for an international charity.
- Conducting Grievance and disciplinary investigations and provided recommendations on the best way forward for organisations.
- Supporting and reviewing the processes and projects for an international youth charity in preparation for EU Tender project

**Key Qualifications**

Common Purpose About Time Public Leaders	2010
Common Purpose Matrix Programme	2007
MA in Human Resources Strategy & Change, Kingston Business School	2005
Licentiate CIPD Membership, South Bank Business School	2001
Post Graduate Diploma (Human Resources, specialism: Organisational Consultancy Diploma, Systems Thinking	1999