

Holly Richmond

People leadership | Employee relations support | Employment law | HR development

London, UK | Open to relocation to South Wales | +44 7412 472407 | hollymarierichmond@gmail.com |
linkedin.com/in/holly-m-richmond

Profile

People-focused operations leader and LLB (Hons) Law graduate bringing frontline team management, coaching and confidential employment-law case administration to HR. Promoted to Shift Manager at Lidl, where I help lead a 40-colleague store, support new starters and shift leaders, monitor attendance and escalate sensitive matters appropriately. Previously led a team of approximately 10 at Co-op. Studying CIPD Level 3, with applied HR training through GE Aerospace's Forge simulation and ongoing people-analytics learning through the Amazon externship. Ready to bring sound judgement, an approachable style and operational discipline to an HR Business Partner role.

Education and professional development

- **LLB (Hons) Law, 2:1** | University of Essex | 2020–2023. Relevant modules: Employment Law, Contract Law and The Protection of Human Rights in the UK.
- **CIPD Level 3 Foundation Certificate in People Practice** | Reed Learning | in progress; expected August 2027. CIPD student member.
- **GE Aerospace – Explore Human Resources Job Simulation** | Forge | Completed October 2026. Practised performance feedback; applied lean methodology to an everyday process; recommended pay adjustments using compa-ratios and established pay ranges.
- **Amazon Operational Strategy & People Analytics Externship** | Extern | In progress, 2026. Exploring workforce attrition and its operational implications, developing people-analytics and problem-framing skills through an applied business briefing exercise.
- **Google Project Management Professional Certificate** | Coursera; Lidl Certified Team Mentor; Co-op Team Leader Development Programme.

Relevant HR and leadership capabilities

- **People-leader coaching:** Support newer shift leads with constructive feedback and clear expectations; provide practical performance coaching and colleague guidance.
- **Employee support and escalation:** First-line training and contract queries, attendance pattern monitoring, referral to HR/management and sensitive record handling.
- **Onboarding and development:** Mentor approximately 10 colleagues annually across induction, skills sign-off, transfers and performance development.
- **Employment law and compliance:** Academic grounding in UK employment law; employment-law client intake, case administration and confidential documentation.
- **Continuous improvement and HR analysis:** Deliver operational process improvements and Excel reporting; developed lean and compa-ratio/pay-range analysis skills through the GE Aerospace simulation.

Professional experience

Shift Manager | Lidl GB

September 2026 – Present

- Coordinate daily shifts in a store of around 40 colleagues, allocating responsibilities and adjusting priorities to maintain safety, service and operational performance.
- Coach newer Team Leaders and shift leads on setting expectations, giving clear feedback and supporting colleagues to meet performance standards.
- Support new starters with training and contract queries; direct colleagues to rota, holiday and payslip self-service, escalating matters to the Area Manager or HR as appropriate.
- Monitor attendance and lateness during shifts, identify repeat patterns and raise them with management for fair, timely follow-up.
- Continue as a certified Team Mentor, coaching approximately 10 colleagues annually, including new starters, transfers and colleagues developing through performance improvement plans.
- Maintain accurate operational and legal records, implement changes to procedures and reinforce safe, compliant working practices.

Customer Assistant & Certified Team Mentor | Lidl GB

May 2023 – September 2026

- Selected for Team Mentor training and took responsibility for supporting induction, side-by-side coaching and colleague confidence across store departments.
- Worked across tills, bakery, replenishment and deliveries, helping colleagues adopt revised procedures and store layouts in a fast-paced environment.

Team Leader | Co-op

February 2020 – May 2023

- Led shifts for a team of approximately 10 colleagues, coordinating work, coaching new starters and resolving first-line colleague and customer concerns.
- Completed Co-op leadership development training and took responsibility for store opening/closing, safe checks, cash handling and compliance records.
- Prepared daily and weekly Excel reports on sales, waste and shrinkage, identifying exceptions for management review.
- Led store operations during management absence, making timely decisions, handling handovers and supporting colleagues through busy trading periods.

Receptionist & Administrative Assistant | Emma Wilson Urban Spa

September 2018 – October 2019

- Provided front-of-house and administrative support to the business owner, including correspondence, confidential records and document preparation.
- Supported expansion to a second location, acting as a central point of contact between both sites and coordinating updates on the owner's behalf.
- Managed bookings, diaries and enquiries for around 20–30 clients a day, supporting schedules for a team of five.
- Coordinated three events, monthly newsletters, purchasing and travel/training arrangements, liaising with colleagues and external contacts.
- Supported interview scheduling, employment paperwork and new-starter administration for the therapist team.

Relevant employment law experience

Employment Law Volunteer | South West London Law Centres

2024

- Conducted initial client intake for employment matters, accurately recording sensitive information and arranging consultations with solicitors.
- Supported solicitors through case-system uploads, document organisation, client follow-up and observing consultations involving workplace disputes.
- Chased outstanding information and kept employment matter files up to date, applying discretion and attention to detail to sensitive cases.