

Curriculum Vitae

Personal Information

Name Thelma French
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Other Justice of the Peace
Professional coach and mentor
NLP Practitioner
Myers Briggs Practitioner
Celebrant

Profile

For the past 25 years I have been employed at a senior level in human resources and general management, in both the large and small organizations. I bring a positive, pragmatic, common sense and well informed approach to human resources, with an ability to quickly enlist peoples' trust and co-operation. I am decisive, confident and determined. I believe I am compassionate, yet focused on achieving results and recognize and utilize the individual professional strengths of the people I work with. I use effective communication skills to build strong relationships both internally and externally through promotion of mutual trust and respect in all aspects of employment relations. I have extensive experience working with managers and staff of varying ages, degrees of experience and backgrounds.

Employment History

May 2008 to Feb 2009 **CHILD HEALTH RESEARCH FOUNDATION
(CURE KIDS)
Fundraising and Administration Manager**

Oct 2001 to May 2008 **CHILD HEALTH RESEARCH FOUNDATION
(CURE KIDS)
General Manager**
Approached by Chairman of the Board and CEO to undertake this role. Resigned as General Manager, reducing hours at Cure Kids, while establishing my own company Thelma French & Associates Limited, as HR consultant, HR Coach and Mediator.

Achievements include:

- Increased staff from three to nine and fundraising to \$4m per annum.
- Established policies and procedures for Board and organisation.
- Introduced appraisal system.
- Implemented new technology, including shared drive, to enable all employees to have access to information and resources.
- Worked with key partners and associate partners.
- Presented at many functions
- Attended events where Cure Kids was the recipient charity, such as the Dunlop Targa Road Rally and Ports of Auckland Charity Golf Day.
- Organised events, such as the Accor \$10 Queenstown Challenge which has raised over \$900K during the three years I was involved as event manager.
- Management of three properties owned by the Child Health Research Foundation
- Management of insurance for Child health Research Foundation.
- Organising registration for charity status under Charities Act 2007.

April 2003 to Oct 2003

NEW ZEALAND HERALD**Fixed Term Contract, employed to recruit staff**

- During this time recruited over 100 employees, from senior managers to call centre staff.

Oct 2001 to April 2003

YELLOW RIBBON NZ, Educational Arm of the Youth Suicide Awareness Trust**Executive Director**

- Reporting to this role: Financial Controller, Funding Manager, 9 Regional Controllers.

Achievements include:

- Established this new organisation.
- In conjunction with Dean Lonergan, produced Yellow Ribbon Fight for Life (FFL) in 2001 and 2002. Highest rating programme on TV both years and raised \$500,000 in 2001 and \$1m in 2002.
- Prepared NZ Herald wrap-around for FFL which involved obtaining the services and support of 30 celebrities to personally endorse Yellow Ribbon.
- Liaised with boxers, educating them on the goals and vision of YR.
- Developed peer support programme that increased from 2 schools in 2001 to 144 schools in 2002 and 170 in 2003 throughout the country.

- Over 7,000 students trained as YR ambassadors in their schools.
- Contributed to nationwide awareness of YR message "It's OK to ask for HELP."
- Represented Yellow Ribbon in media, including national TV.
- Developed YR programme with NZ Foundation for the Blind. Resulted in a youth group being established, consisting of 140 visually impaired young people nationwide.
- Networked and built relationships with Government and Mental Health/Education Departments.
- Presented to numerous Rotary and other service organisations and charity events which resulted in donations to YR.
- Addressed numerous school assemblies and church groups.
- Negotiated with Lion Foundation which resulted in over 200 young people receiving scholarships to attend Outward Bound.
- Established YR policies and procedures manual.
- Established YR programme facilitators guide for co-coordinators and YR ambassadors training manual.
- Developed evaluation of training.
- Developed YR advisory boards in three regions.

April 2003 to Oct 2003

Founding Trustee/Manager, YR Youth

Resigned as General Manager. Responsibilities for this role included:

- Leadership and management of 9 regional co-coordinators.
- Ongoing development and evaluation of peer support programme.

Achievements included:

- Evaluation of YR Programme by Injury Prevention Unit at Auckland University.
- Developed appraisal system for co-coordinators.
- Developed induction and training programme for new co-coordinators.
- Organised YR Ambassador Conference on Motutapu Island for 120 young people from throughout the country.
- Presented to teams from Sovereign Insurance and ASB and enlisted their support as a team building exercise in the form of sourcing resources for Ambassador Conference.
- Input into Government guidelines for Suicide Programmes in Schools.
- Established excellent relationships with in excess of 50 celebrities who volunteered their services to assist YR.

- Extended programme to cover prevention and postvention support services to New Zealanders of all ages.
- Provided personal support to families and friends, concerned about someone or who had lost someone to suicide.

Aug 1997 to Oct 2001

**YOUTH SUICIDE AWARENESS TRUST
Trustee and Founder of Yellow Ribbon**

Worked in part time capacity whilst employed as Human Resources Manager, Independent News Auckland, following death of 17 year old son in July 1997 by suicide.

Achievements include:

- Initiated meetings with Ministry of Youth Affairs to discuss youth suicide.
- Together with four professional colleagues, established the Youth Suicide Awareness Trust and launched through NBR in December 1998.
- Contributed towards Government's suicide prevention strategy and allocation of \$2.4m for work in area of youth suicide prevention.
- Trained through Lifeline and established and facilitated support groups for people bereaved by suicide. Assisted 20 families in East/South Auckland area.
- Established project team with objective of introducing educational programme into high schools, teaching young people "It's OK to ask for HELP" and where to access that help.
- Established resources.
- Launched YR Programme at McLeans College in October 1999.
- Launched YR Programme at Howick College and Kings College in 2000.
- Evaluated programme through Auckland Injury Prevention Unit, Auckland University.
- Established business plan.
- Employed YR National Coordinator while continuing human resources role at INL.

1991-2001

**INDEPENDENT NEWS AUCKLAND
Personnel Manager promoted to
Human Resources Manager (500 employees)**

Responsibilities included:

- Reported to General Managers, News Media, Suburban Newspapers and INL Magazines.
- Recruitment

- Induction
- Performance management
- Employee development
- Employment relations
- Wage & Salary administration
- Health & safety
- Change management

Achievements included:

- Involved in the closure of Auckland Star which resulted in 115 redundancies. Received numerous commendations on way this was conducted. Supported remaining management and staff following redundancies.
- Established and maintained excellent relations with unions, namely Advertising Guild and Engineers Union.
- Developed procedures and coaching managers regarding performance issues.
- Mediated with managers and staff when disputes arose.
- Involved in all terminations of employment.
- Developed harassment policy, which prevented numerous personal grievances being taken.
- Involved in investigation and successful outcome of sexual harassment case involving a manager and staff member.
- Health and Safety. Responsible for three divisions including two press sites.
- Worked with OSH, unions and staff to ensure compliance and best practice.
- Development of strategy, providing practical implementation of Health & Safety in Employment Act 1992 to three divisions.
- Trained managers and staff in health and safety.
- Established and maintained effective health and safety committees.
- Provided specialist knowledge to other INL divisions.
- Worked with Business Health Services to minimize risk of RSI, and other areas that had been identified.
- Established and ensured compliance of policies and procedures in connection with Accident Compensation & Rehabilitation Act 1992, Smoke Free Environment Act 1990 from a workplace where smoking was common, to a smoke-free workplace in 12 months.
- Established an effective relationship with OSH, ACC, unions and staff representatives.
- Worked with ACC which resulted in the return to work of three employees on long-term work related sickness benefits. There were no further cases of long-term leave.

- Developed H&S manual that was used by the three divisions of Independent News Auckland, Gordon & Gotch (another INL Auckland division) and other INL divisions throughout the country.
- Performance management. Provided training and support to manager to maximize staff performance.
- Provided support to managers when performance issues arose to ensure these were addressed in appropriate manner.
- Provided support to staff when requested because of communication breakdowns, which often resulted in positive mediation with their managers.
- Gained trust of both managers and staff to mediate and facilitate when disputes arose.
- Gained trust of managers and staff to assist with personal situations.

October 1988-1991 SUBURBAN NEWSPAPERS (250 employees)

Personnel Manager

Responsibilities included:

- Reported to General Manager
- Recruitment
- Induction
- Employee Relations
- Establishment of employee records
- Health and safety

Achievements included:

- Extended policies and procedures to cover new division.
- Recruitment successful because of knowledge of each office's culture, gained by development of positive employee relations with both management and staff.
- Ability to work and mediate where necessary with manager and staff to address issues.
- Developed health and safety policies and procedures. Worked with OSH, union representatives and staff delegates to ensure legislative compliance and best practice.

June 1986-1988

COURIER NEWSPAPERS (100 employees)

Management secretary, promoted to Staff Administration Officer

Responsibilities included:

- Reported to General Manager
- Staff recruitment
- Inductions
- Staff welfare
- Establishment and maintenance of employee records

Achievements included:

- Developed and implemented HR policies and procedures.
- Reduced recruitment costs by undertaking recruitment for company, including establishing database of temporary and casual employees
- Introduction of induction procedure
- Provided leadership, training and support to managers.
- Visited offices, developed and maintained positive employee relations.