Sarah Mitchell

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Retail manager moving into HR, studying CIPD Level 3

PROFILE

Experienced retail store manager moving into human resources, currently studying the CIPD Level 3 Foundation Certificate in People Practice. Brings eight years of recruiting, training and supporting store teams, handling absence and performance conversations and keeping accurate staff records.

EXPERIENCE

Store Manager, Harbour Home Stores

Bristol | Apr 2019 – Present

- Recruited and onboarded around 25 new team members a year, writing adverts, shortlisting and running interviews.
- Managed absence and return-to-work meetings for a team of 22, following company policy and keeping clear records.
- Ran inductions and refresher training, raising mandatory training completion from 70% to 98% in one year.
- Supported 3 team members through formal performance improvement plans with the regional HR adviser.
- Prepared weekly rotas and processed hours for payroll accurately.

Assistant Store Manager, Harbour Home Stores

Bath | Jun 2016 – Mar 2019

- Led the store team in the manager's absence and coached new supervisors.
- Introduced a buddy system for new starters that improved first-month retention.

EDUCATION

CIPD Level 3 Foundation Certificate in People Practice (in progress), Bristol Business Training

Online | Sep 2024 – Jun 2025

- Units include employment law, people practice and HR data

A-levels, City of Bristol College

BCC | Bristol | 2012 – 2014

- Business Studies (B), English Language (C), Sociology (C)

SKILLS

Recruitment and interviewing, Onboarding and induction, Absence management, Employee relations, Training delivery, HR records and confidentiality, Microsoft Excel, Coaching