

# Steven Rees

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## SUMMARY

Experienced in managing reward programs, payroll operations, and benefits administration across sectors. I am skilled in policy compliance, performance reviews, and market analysis to optimize reward strategies. Proven track record in recruitment, training, and process improvement, with strong analytical skills and expertise in job evaluation. Trusted to lead diverse initiatives and deliver strategic HR support that enhances employee experience.

## EMPLOYMENT

### People Support Coordinator – Reward & Benefits

#### McCarthy Stone, March 2024 – August 2025 (Contract)

Specialist in employee rewards, benefits administration, and payroll operations, with a focus on compliance, process improvement, and stakeholder engagement.

- Managed full lifecycle of benefits programs: pensions, private medical insurance, cycle-to-work, long-service awards, company car policies, and nursery schemes
- Acted as primary contact for benefit-related queries, ensuring timely resolution and employee satisfaction
- Oversaw payroll operations and system updates; led pay reviews and ensured regulatory compliance
- Conducted market benchmarking to optimize reward structures and maintain competitiveness
- Streamlined HR processes and maintained policy documentation to improve operational efficiency
- Supported recruitment, onboarding, and training initiatives to enhance team capability
- Contributed to strategic HR projects, leveraging data analysis for reporting and continuous improvement

**Core Skills:** Employee Benefits | Payroll Administration | Policy Development | Compliance & Reporting | Process Optimization | Stakeholder Engagement | Training & Development | Fleet Management

### HR Consultant – Reward & Pay Structures

#### Health HR UK, January 2023 – February 2024 (Contract Ended)

Led reward and pay structure projects across public and private sectors, driving strategic HR transformation.

- Delivered consultation and communication strategies for pay structure redesigns
- Reviewed existing frameworks and proposed compliant, competitive reward models
- Enhanced pay and reward policies; collaborated with HR teams to implement new structures and benefits
- Produced management information to support evidence-based decision-making
- Conducted salary benchmarking and internal grading reviews
- Completed job evaluations and supported governance and risk management
- Provided HR support for benefits queries and contributed to ad-hoc projects

## **HR Reward & Benefits Administrator**

### **Sainsbury's, July 2016 – October 2022 (Redundancy)**

Key contributions to reward, payroll, recruitment, and HR operations in a fast-paced retail environment.  
Served as SME for Long Service program; supported fleet and veteran employee administration  
Led policy implementation and compliance initiatives across departments  
Championed diversity and inclusion programs; managed Yammer platform for internal engagement  
Delivered financial reporting and supplier management to support HR operations  
Coached team members and drove process improvements to enhance service delivery

## **Freelance Administrator / Designer / Business Owner**

### **Self-Employed, August 2012 – July 2016**

Managed client communications, design projects, and administrative operations for a small business.

## **Customer Service Manager**

### **Vodafone UK & Hero TSC, November 2003 – August 2012**

Led large contact centre operations, recruitment, and site management.  
Oversaw compliance, HR coaching, policy advising, and training development  
Streamlined operational processes and optimized team performance across multiple sites

## **Compliance and Call Coach,**

BT February 2002 – November 2003

## **Kitchen and Bathroom Supervisor,**

B&Q May 1998 – February 2002

## **Seasonal Section Leader,**

Wilko April 1995 – May 1998

## **Petrol Station Supervisor,**

Morrisons November 1993 – April 1995

## **SKILLS**

Key expertise includes talent acquisition, employee relations, learning and development, HR technology, performance evaluation, organizational growth, change management, conflict resolution, diversity and inclusion, rewards and benefits, data analytics, wellbeing, policy development, and employee engagement.

## **EDUCATION AND TRAINING**

- Planned - CIPD level 5 and additional training to support ongoing Learning.
- Microsoft Excel Advanced Certificate
- Korn Ferry Hay Job Evaluation
- GDPR in the workplace
- Diploma of Higher Education - Human resources, New Skills Academy,
- NVQ Level 7 - Management, Management Level 7 NVQ,
- Higher National Diploma - Travel and Tourism, South Trafford College,
- 5 GCSEs grades A-D including Math's & English