**CARLY DRURY**[**carlydrury@gmail.com**](mailto:carlydrury@gmail.com)

+ 64 21 2255 852

**SUMMARY OF SKILLS AND EXPERIENCE**

* An international human resources career working across both public and private sector organisations in New Zealand, EMEA and Asia Pacific
* Significant experience in leading medium – large talent management teams and functions
* A strong focus on coaching, partnering, and working with Executive Leadership teams to support the delivery of business and/or commercial outcomes through their people
* The implementation of contemporary people, process and technology to support change initiatives that enhance business performance, grow talent and drive engagement

**PROFESSIONAL EXPERIENCE**

***Kindred Psychology at Work, June 2022 – current***

***Director***

* Shaping better workplaces using the science of psychology we specialise in
  + Talent Acquisition Advisory
  + Talent Management and Development
  + Career Coaching and Transition

***New Zealand Police, July 2018 – January 2022***

**Director of Recruitment**

* Leading and enabling a team of 60 recruitment specialist to understand their purpose and be the best they can be
* Delivery of circa 3000 hires per year
* Driving transformational change across recruitment including the transformed appointments process, outsourcing of Communication Centre recruitment and expansion of the Police Pathway Programme.
* Delivery of 1800 new Police Officers and ensuring they are reflective of the community they serve
* Member of the People Operations Leadership team
* Overall recruitment budget responsibility for $7 million

***Randstad Sourceright, May 2016 – July 2016 & Jan 2017 – Feb 2018***

**Global Account Director – EMEA, North America and APAC**

* Supported on several RSR new business opportunities across Australia & New Zealand, working in conjunction with our solution design, commercial, implementation and bid teams to ensure a fit for purpose solution was presented to each client.
* Managing resources for all ANZ Implementation programmes.
* Implementation and operationalization of global team of 45 to deliver a newly created RPO solution with our client UBT covering permanent hiring across Australia, New Zealand, United Kingdom and North America. The scope includes:
  + Led the contractual negotiations and service level agreement development.
  + Global P&L accountability (circa $10 million USD) including budget setting, forecasting, and ensuring a commercially viable solution continued to be delivered.
  + Set up and training of an offshore sourcing team leveraging best in class sourcing technology.
  + Responsibility for overall solution and client engagement. Stakeholder engagement at Executive level

***Alexander Mann Solutions – Singapore, October 2006 – May 2016***

**Head of Client Services *–* Deutsche Bank, Oct 2014 – May 2016**

* To lead team of 100 to deliver a consistent and integrated service across our solutions with Deutsche Bank APAC. The scope included:
  + APAC – RPO solution delivering end to end resourcing solutions across all business divisions (front and back office) from entry level to DIR with teams based onsite in Australia, Singapore, Hong Kong, China, Philippines and Japan, and sourcing capability in our AMS Global Client Service Centre (GCSC) in the Philippines.
  + Australia – Contingent recruitment (direct delivery model supported by the onsite RPO permanent team).
  + APAC – Graduate Solution providing application management, event planning and administrative support to the Deutsche Bank in house Graduate Recruiters. A team of circa 8-10 (flex pending season) based in the AMS GCSC in the Philippines.
  + The Philippines – RPO solution delivering end to end resourcing solutions across all business divisions from Analyst to AVP. A team of 19 based onsite in the Deutsche Knowledge Services near-shore centre in Manila.
* Own the development of commercial proposals, SLA’s and propositions that extend or change service delivery to clients within agreed AMS governance arrangements – this included the scope increase into China and the Philippines, as well as the MSP for Australia.
* Regional P&L accountability including budget setting, reforecasting and ensuring a commercially viable solution is delivered for the client and AMS.
* Work in collaboration with the client to understand Deutsche Bank’s strategic goals, how those translate to HR and Talent Acquisition, and then define our Strategic Account Vision and Plan to deliver in line with these.
* Responsible for overall Client Satisfaction including the resolution of all service issues.

**Head of Client Services – Multiple Clients,** **Nov 2010– May 2014**

* Responsible for the successful service delivery of our RPO solution with Rolls Royce across APAC – a team of 7 based onsite with the client in Singapore, India, and China from entry level to DIR across corporate functions and sales.
* Responsible for the successful Implementation and service delivery of our RPO solution with Novartis – teams (12 in total) based onsite in Singapore, India, Pakistan, Russia, Philippines, and Dubai delivering end to end recruitment APAC, Russia and Middle East and Africa.
* Responsible for the successful implementation and service delivery of our Nomura solution – team (8 in total) based on site in Hong Kong with Sourcing and Administration support from our offshore team in Manila.
* Supported on several AMS growth opportunities within the region, working collaboratively with our solution design, commercial, implementation and bid teams to ensure a fit for purpose solution was presented to each client.

**Manager – Credit Suisse, Singapore (Sep 2008 – July 2010)**

* Regional lead and trainer for the implementation of Taleo, and process review across the Credit Suisse Professional Recruitment team in APAC in support of the global HR Transformation program.
* Develop and maintain key stakeholder relationships and manage the delivery of onsite end to end recruitment services within the middle and back office functions of Credit Suisse (COO, Finance, Product Control and Operations),
* Create client commercial value through the awareness and understanding of skills, trends, the competitor environment and market forces impacting on their business area and delivering responsive and cost-effective sourcing strategies.
* Monitor service delivery and produce reports on agreed SLA’s on an ongoing basis, identifying areas of process improvement, service enhancement and opportunities to value added services.
* Resolve complex and difficult client issues, and work with the business to understand the challenges that may affect the resource solution in place.
* Manage the relationships and service delivery of the Credit Suisse Preferred Suppliers.
* Maintain integrity of Management Information via Taleo.
* Coach, manage and mentor a delivery team, setting both individual and team quarterly objectives, and long-term development plans.
* Manage and develop a team of Internal Mobility Consultants- partner with key stakeholders to understand the Credit Suisse Internal Mobility agenda and working with key stakeholders on the internal mobility strategy.
* End to End recruitment for roles from Analyst to Managing Director level within the Product Control, Finance, Audit and Operations functions for Credit Suisse.

**Principal Resource Specialist – Credit Suisse, UK (Oct 2006 – Sept 2008)**

* Lead in the initial development of our offshore sourcing capability from the GCSC in Krakow, Poland. Recruited, trained, and managed the offshore delivery team. This was done in person through a 3-month secondment.
* End to End recruitment for roles from Analyst to Managing Director level within the Product Control, Finance, Audit and Operations functions for Credit Suisse.

**Recruitment Consultant Edelman – UK ( Aug 06 to October 06)**

**Recruitment Consultant - Randstad (March 2003 – August 2006)**

**Recruitment Consultant Select Australasia Pty Ltd – March 03- Dec 05**

**Various Roles - Jun 99- Jan 03**

**GOVERNANCE**

Board Director – Capital Football – March 2022 – current

Governance Advisor – New Zealand Police Organisational Capability Governance Group – Jan 2021 – Jan 2022

**QUALIFICATIONS**

PRINCE2 Foundation

Bachelor of Commerce and Administration  
Human Resources & Industrial Relations and Commercial Law

Victoria University of Wellington, New Zealand

**REFEREES**

Available on request