

## Agenda

The role of the HR business partner:  
making it work

Thursday 11 December 2008

- 9.30am** Welcome and introduction to 'The role of the HR business partner: making it work' seminar  
Tim Palmer, PA Consulting Group
- Maz's perspective on 'The role of the HR business partner: making it work'  
Maz Frost, Department for Work and Pensions
- Sunita's perspective on 'The role of the HR business partner: making it work'  
Sunita Malhotra, People Insights
- PA's perspective on 'The role of the HR business partner: making it work'  
Tim Palmer, PA Consulting Group
- 10.40am** Coffee and tea break
- Discussion
- 12.00pm** Close

## Guest speakers



**Maz Frost**, Acting head of HR for operations, Jobcentre Plus,  
Department for Work and Pensions

Maz joined the civil service in 1967 and her career has spanned operational delivery, HR and project work – including the implementation and roll-out of Jobcentre Plus, formed by combining the Employment Service and Benefits Agency in 2002. She started her career in HR as a staff trainer and developed to become an internal leadership/management consultant. Maz has provided HR strategic support to senior managers within the Department through periods of staffing headcount reduction; organisation design; rationalisation of support services; and, more recently, a considerable rapid upswing in recruitment.

In her current role, she has command responsibility for approximately 680 HR staff across 11 regional resource pools supporting approximately 68,000 Jobcentre Plus people nationally. Additionally Maz is currently leading the Jobcentre Plus Performance Management Project.



**Sunita Maholtra**, Managing director, People Insights

After obtaining an MBA from George Washington University and a Master Practitioner's degree in Neuro Linguistic Programming from London, Sunita gained over 20 years' experience building HR functions from scratch and running large scale HR transformation projects. Working across many industries, she has held senior level positions in several global corporations such as Accenture, Philip Morris Companies, Bristol-Myers Squibb International and Electrolux.

She is an active business partner and spends the majority of her time on organisational development, change management, executive coaching, talent management, mentoring, operational excellence and other key processes. In addition to her work, she is a professor at the Warsaw University of Technology; Université Catholique de Louvain; and University of Antwerp Management School.