

TEN MINUTES WITH MANAGING DIRECTOR – TINA RADFORD

Q: Where do you work?

I am the Managing Director of HR Business Solutions based in New Farm, which is a HR consultancy. We provide HR advice and assistance for a range of companies, some of which do have HR inhouse, but need extra assistance, or to medium sized businesses that don't have inhouse HR, but can call on our services and expertise at any time.

Q: How did you earn your first dollar?

Waiting at a seafood restaurant.

Q: What standard of education did you reach?

I completed a Bachelor of Business, majoring in Human Resources in 1994 and later completed 3 years of a Law Degree.

Q: What was your first full-time job?

Working as the Assistant to the HR Director for the Chandlers retail group.

Q: Is your current job the career you envisaged for yourself when you finished study?

Yes, I knew that I wanted to work in a business environment, as I had grown up in the family business. I developed a passion early for the 'people' component of business and I love seeing the positive effects that good HR strategy can have on an organisation – HR issues can certainly be people's biggest stress in running their business and we take that away from them and in the process educate them further on best practice HR strategies and structure.

Q: What made you choose this career?

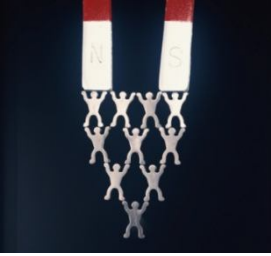
I liked the combination of psychology, law and business that a career in HR consulting provides. I have held a number of leadership positions in HR before starting HR Business Solutions. My ultimate dream was to be the MD of my own 'people focused' enterprise.

Q: How many times have you changed career?

Even though I am still working in the field of Human Resources, my new role of business owner and Managing Director has definitely felt like a change of career to me. I considered pursuing a career in law in my mid twenties, but realized that a career in HR provided me with greater scope to establish my own business.

Q: Is there another career change in you?

Not in the near future, my business is still growing and we are too committed to how we benefit our clients. But in the long term definitely. I would like to do something completely different. I would like



to establish an on-line e-tailing business. I just need to find the right product or service to sell first! But the skills I have in HR will come with me into any business endeavours.

Q: What would you do if you were forced to give up your current job?

Have a holiday, put my entrepreneurial hat back on and establish a new business, or I could work as an independent contractor in the field of HR.

Q: What has been the biggest success in your career?

Creating a global HR team in a large organization who historically did not value HR and being voted internally as the best performing department in the company 2 years running and picking up the Australian Human Resources Institute 'Excellence in People Management Award' in 2005.

Q: What has been your biggest regret?

Leaving the Terry White Chemists Group after five fantastic years and leaving my mentor Rhonda White to pursue a career in telecommunications which I did not enjoy.

Q: What is the most pleasing aspect of your job?

Seeing the value-add our HR strategies, advice and solutions provide to CEO's and business owners. It is extremely satisfying to receive positive feedback from clients on the impact of our advice and strategies have had on the performance of their business.

Q: What is the most difficult, yet necessary aspect?

Balancing capacity and workload and performance management of staff.

Q: Are you actively grooming a successor for when you decide to step down?

Yes, I am very lucky to have a fantastic management team.

Q: What tips do you have for people starting out in their careers?

Find a mentor to coach you through the practical and political aspects of the corporate world. Learn to develop good working relationships early in your career, as ultimately much of your career success will depend upon your ability to build and maintain good relationships with your boss, team, peers and customers. Business is all about people.

Q: What tips do you have for people just beginning a business to manage staff and budgets?

Find a great accountant and invest in educating yourself in basic financial management. Set up regular KPI reporting and remember cashflow is king! If you are starting a business, my advice in relation to staffing would be not to employ your friends or family. Employ people that have the experience, energy and passion to work in small business.