



Jacqueline Musiba-Yapo Career Profile

Profile Summary

Strategic Resourcing and Talent Acquisition Leader with over 15 years of experience driving talent excellence across the NHS, Global banking (Standard Chartered), and top-tier consulting (Deloitte). I specialize in transforming recruitment functions by aligning data-driven talent strategies with core business objectives to reduce costs, improve diversity, and future-proof the workforce. I am a proud member of the Chartered Institute of Personnel and Development (CIPD).

My expertise includes:

- Strategic Workforce Planning & Succession Planning
- Data-Driven Talent Acquisition & Optimization
- Diversity, Equity & Inclusion (DE&I) Program Leadership
- HR Transformation & Operational Efficiency
- Executive Coaching & Leadership Development
- Stakeholder Engagement & Employer Branding

Skills

Strategic Workforce Planning | Talent Acquisition Strategy | Diversity & Inclusion (D&I) | HR Transformation | Data Analytics | Stakeholder Management | Leadership Development | Executive Search | Recruitment Marketing | Project Management | Change Management

Education & Training

- **Business Psychology and Strategic Leadership programme** | London School of Economics (2017-2017)
 - **Leadership Development Programme** | London Business School (2023-2024)
 - **Master of Human Resources Management** | University of Wolverhampton (2006-2008)
 - **Member- Chartered Institute of Personnel and Development (CIPD)** | University of Wolverhampton
 - **Bachelor of Business Administration** | Charles Sturt University, Australia (2003-2006)
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Experience

Strategic Resourcing Lead | North London NHS Foundation Trust
May 2024 – Present

- Providing strategic leadership for Trust-wide recruitment, aligning all resourcing activities with the People & OD strategy to build a sustainable and diverse future workforce.
- Spearheading workforce analytics and data-driven decision-making to optimize hiring processes, reduce vacancy rates, and eliminate high-cost interim staffing.
- Embedding Equity, Diversity, and Inclusion (EDI) into the core of all recruitment practices and partner with clinical and operational directors on strategic initiatives.

Key Achievements:


- **Future-Proofing Workforce:** Developed and are implementing a comprehensive Trust-wide recruitment plan to address critical skills shortages and demographic shifts.
- **Strategic Campaign Success:** Designed and executed a targeted recruitment campaign across North London, successfully filling **50% of critical clinical and operational vacancies**.

STANDARD CHARTERED BANK 2013 – 2023

Lead , (Director) Talent Acquisition – UK
Mar 2020 – Sept 2023

- Managed the design and delivery of full-cycle TA processes to improve internal mobility, D&I, employee engagement, and retention.
- Partnered with data analytics teams to identify key TA trends (time-to-offer, D&I hires) and presented actionable insights and plans to the Senior Leadership Team.
- Led the migration and centralisation of TA operational activities for 8 markets in Africa & Middle East to a shared service centre in Chennai, significantly improving operational efficiency.

Key Achievements:

- **D&I Champion 2021/22:** Awarded for establishing an agile sprint programme that facilitated over **50 international moves for diverse, underrepresented talent**.
 - **Enhanced Hiring Experience:** Created and implemented the bank's first Hiring Manager Experience strategy, significantly improving candidate and manager satisfaction scores.
 - **Capability Building:** Designed and delivered a full training curriculum to upskill Hiring Managers and Recruiters on D&I, talent attraction, and sourcing strategies.
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Dec 2018 – Mar 2020: Director, Talent Acquisition - Quality Assurance

- Scoped, designed, and delivered quality assurance for transformational HR programmes across the Group portfolio, including Skills Frameworks and Talent Marketplaces.
- Ensured all HR product designs placed employee experience at the centre, implementing rigorous quality gates.

Key Achievements:

- **Defined a New Function:** Designed and successfully deployed a new, right-sized specialist recruitment function for high-risk, cross-border roles (Senior Executives, Cybersecurity, Data).

Feb 2013 – Dec 2018: Head of Talent Acquisition - East Africa

- Led a team of TA professionals responsible for end-to-end senior hiring across Consumer Banking, Corporate, Risk, and Technology divisions.
- Acted as the primary strategic TA partner for business heads, providing market insights and delivering on budgeted resource plans.

Key Achievements:

- **Business Growth:** Enabled a **12% business growth** for Retail & Wealth Management by designing innovative sourcing strategies to deploy key talent across Africa & Middle East.
- **TA Transformation:** Led the implementation of a new efficient TA operating model and supported the rollout of the Taleo Application Tracking System across East Africa.

Human Capital Consultant | Deloitte Consulting *Sept 2010 – Feb 2013*

- Led executive search and human capital projects for major multinational clients across Africa.
- Conducted senior-level hiring, from role definition and candidate sourcing to offer negotiation and onboarding.
- Identified new business opportunities and delivered projects on organisational reviews, salary surveys, and reward policies.

Key Achievement:

- **Executive Placement:** Successfully hired and deployed **14 C-suite and senior executives** for leading multinational organisations in Africa.
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