

HR Case Study: Interior Design Company

Client Profile: Our client provides highly bespoke office design and refurbishment services to an impressive list of clients in the private sector including banks, insurance companies, industrial as well as in the healthcare, media, IT, legal, property, recruitment and telecoms industries.

UK Employees: 20

UK Locations: Surrey, London

HR Service Highlights:

- Employee administration
- Employment advice and support
- HR policies and procedures
- HR projects

The Requirement

Outsourced HR Service.

The HR Service was previously outsourced to a national HR service provider; however, dissatisfaction with the quality of services being delivered led the Company to bring services back "in-house" under its Finance Director pending a search for alternative suppliers able to meet its specific requirements.

The Service

1. Development of revised contract of employment templates tailored to the Company's requirements.
2. Development of a completely revised 'suite' of HR policies for employees including a staff handbook, procedures, staff and health and safety induction presentations with the aim of reducing the complex administrative arrangements set up by the previous service provider.
3. Provision of HR services including the management of 'core' HR functions and services e.g. revising policies and procedures in response to legislative changes, issuing contracts of employment, liaison with payroll and employee benefit providers as well as undertaking more 'routine'

administrative tasks such as taking up employment references and maintaining employee records etc.



4. Providing advice and support to directors and managers remotely or 'on site' in the management of employment related issues which to date have included poor performance issues and disciplinary events.
5. Identification and procurement of a web based appraisal and development tool for managers and staff.
6. Identification of suitable web based HR databases with 'self-service' facilities.