

HR Case Study: Social Enterprise Business

UK Employees: 50

UK Locations: London, US, Australia

HR Service Highlights:

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

In January 2010, we commenced the provision of a completely outsourced HR service to a highly respected Social Enterprise working to deliver over 400 programmes to over 15,000 families around the world in the health education arena.

The Requirement

The HR function was previously delivered 'in-house' by an HR Manager and Administrator with the support of employment solicitors providing contracts of employment, policies and procedures and legal advice. In December 2009, the organisation took the decision to outsource its HR function in order to reduce its overhead costs, lessen its dependence on external legal services and to improve the quality of its HR function.

The Service

This project is very much in its early implementation stage and our HR Managers and engaged in the process of reviewing and refining all aspects of the HR function. To date, key features of our services include:

1. A complete review of employee records and files to ensure data held is up to date and accurate.
2. Development of completely revised contract of employment templates tailored to the Company's requirements.
3. Development of a new staff handbook including a revised set of employment policies and procedures brought up to date with current legislation.
4. Development of a completely revised "off site" HR administration service including issuing contracts of employment, liaison with an externalised payroll service and pension providers, maintaining employee records and managing employee requests for information, advice and assistance.
5. Providing advice and support to directors and managers remotely or 'on site' as required in the management of employment related issues which to date have included initiating and completing a redundancy programme.
6. Implementation and development of an 'enterprise based' HR database (Simply Personnel) with remote access enabling employee 'self-service' arrangements.

