

# Evolving HR Outsource Support for a Growing Business

## Background

Established in 2004, our client has gone from strength to strength and has grown significantly – they now employ over 80 staff members from their UK HQ and service over 500 clients internationally.

By 2016, our client's team were 1 year into their 5-year growth plan and had expanded to include a Finance Director, Operations Director and Sales and Marketing Director.

At this point, they knew they needed professional HR and Learning and Development support in order to ensure that their growth was sustainable through the retention and development of their Talent.

They considered their options and after further exploratory discussions, it became clear that they would receive a much greater level and breadth of service if they outsourced their HR and Learning and Development to The Curve Group as opposed to appointing their own single HR Manager.

## Identifying Priorities

In order to define the precise blend of HR and Learning and Development skills and expertise required to meet their needs, The Curve Group team met with our client's Senior Management Team to discuss the current status and their ambitions for the future.

Within this session, a number of key challenges which needed immediate attention were discussed – including updating the induction process,

creating performance development and appraisals processes and changing the payroll provider. It was agreed that these areas would be the initial priority focus for the dedicated outsource team.

Then broader HR and Learning Development requirements were discussed and agreed – with The Curve Group helping our client to define their longer-term HR and Learning and Development goals and therefore what they needed by way of support to achieve these goals.

Long term projects included a review and refresh of the overall structure and organisational design, recruitment and selection processes, the creation of policies, procedures, a company handbook and contractual documents to ensure the client was adhering to all applicable employment laws, the implementation of a management development training programme as well as projects to look at compensation and internal recruitment.

## Implementing the Solution

The Curve Group's HR Director Anna Clapton, who was assigned to lead the HR outsource service as the client's HR Business Partner, created a customised Strategic Account Plan at the outset of the partnership in order to document all of the required activities with a clear prioritisation of tasks.

As the HR Business Partner, Anna leads the day to day activities and also assembled the full team required to deliver the Strategic Account Plan, drawing upon additional inputs from:

- Learning and Development Business Partner Beverley Simms, who delivers all people related activities such as creation and roll out of development plans and management training
- The Curve Group's HR Shared Service Centre that provides day to day HR administration and provides Line Managers with 1st line phone support

An onsite presence was key to embedding the HR and Learning and Development function, therefore The HR Business Partner and Learning and Development Business Partner work onsite from our client's office 3 days per week, meaning that they can be fully entrenched into the business.

The more administrative, transactional support is delivered remotely via The Curve Group's HR Shared Service centre – who are available Monday – Friday 9-5:30pm. This blend of on and offsite approach allows us to deliver a highly responsive, cost effective service for our client.

The HR outsource team quickly got to work and whilst simultaneously implementing and beginning the delivery of Business as Usual HR support via the helpline and administration service, they also delivered results against each of the more strategic priority areas as agreed within the Strategic Account Plan within the first 6 months, including for example, the refresh of the induction process:

***"I have been impressed with my first few weeks here - my new colleagues have been helpful and friendly."***

***"The induction programme gave me a good overview of what the business does. I was impressed with how well organised the processes are."***

## **Evolution of Support**

Once the pressing priorities had been resolved, the team then began focussing on the longer term, strategic HR and Learning and Development projects. Each month, the Strategic Account Plan is reviewed by the HR Business Partner with our client's CEO and is updated to reflect progress made on existing projects – it is also a chance to formally capture new requirements for attention.

Results of the new starter and employee engagement surveys are also strategically reviewed within these meetings as well as the findings from exit interviews, with the team always looking for ways to improve HR related policies and processes.

The flexible and agile nature of the support provided via the outsource means that as new priorities arise from the business, the delivery team can shift focus and/or increase capacity as required to respond to these whilst still delivering the main Business as Usual HR solution, keeping the client safe and compliant with employment regulations.

For example, at present, the outsource team are currently delivering a project to completely refresh and update all of our client's policies and processes in line with the most recent legislation.

As our client has continued to grow, new projects have arisen which The Curve Group has been able to support them with, for example putting in place an end-to-end employee journey for consistency and routine usage to improve development opportunities and retention and developing and rolling out a new people programme as well as additional policies such as flexible working guidelines.

The outsource team have also supported them with significant business-wide projects such as securing their silver Investors in People (IIP) accreditation, achieving their Gold NSI Quality Management system certification and passing GDPR audits for one of their own clients.

They have also recruited key positions into the business on their behalf - drawing upon their deep knowledge of the company has enabled them to identify, engage and attract well-aligned Talent.

***"The interview process was brilliant. The team were welcoming and gave a great insight into the office environment!"***

### **Plans for the Future**

Our client is aiming to triple in size by 2020 - as a highly ambitious business, they are certainly on track to achieve that! One of the current projects that The Curve Group are supporting our client with is the implementation of an HR system and The Curve Group will continue to provide them with flexible, agile, multifaceted HR support as they continue to grow.

**If you're interested in finding out more about how we can help you with the strategic and operational aspects of your Recruitment and HR management i.e. with your people, we would love to hear from you.**

**Give us a call on 01295 811486 today or find out more about what we do and other ways to get in touch via our website: [www.thecurvegroup.co.uk](http://www.thecurvegroup.co.uk).**

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[www.TheCurveGroup.co.uk](http://www.TheCurveGroup.co.uk)



[sayhello@TheCurveGroup.co.uk](mailto:sayhello@TheCurveGroup.co.uk)



+44 (0)1295 811486