

Retained HR

Why Outsource Part or All of your HR?

Whether in part or full, HR outsourcing is ideal for companies with no internal HR function; an in-house HR team seeking additional advice or support; or busy HR teams in need of an additional pair of hands on an ad-hoc basis.

We work with over 400 SMEs across the UK, in over 30 sectors. We are flexible and easy to work with, offering support via email, telephone or virtually online. We work hard to build strong relationships with our clients, getting to know their business and becoming their trusted HR partner. Our advice is fair and consistent, and our solutions reasonable, practical and commercial.

Our Service

We have a UK-wide team of senior level HR professionals, who have a vast array of HR knowledge and skills. Our focus is on providing business owners and managers with the key day-to-day HR support they require, which extends to much more than just contracts, handbooks and employee relations. We keep abreast of employment law changes and HR trends, so you don't need to.

Retained HR Service

The support we offer under the retainer includes, but is not limited to, the following:

- The provision of an 'HR starter pack' including a contract of employment and key HR policies and HR documentation where required
- The provision of an employee handbook with relevant UK HR policies, where required
- Access to HR policy templates (we will discuss these with you to ensure they are fit for purpose for your company)
- An annual review of your contract of employment, HR policies and Employee Handbook*
- Advice on the practical implementation of UK employment law
- Advice and guidance relating to employee relations
- Advice and guidance regarding headcount reduction
- Advice and guidance relating to lawful termination
- Advice and guidance relating to absence including family leave
- The provision of HR documentation and tailored letter templates in relation to the advice and guidance provided
- General advice and guidance via email, the telephone or online relating to HR matters
- Supporting with employee communication
- The provision of a HR healthcheck questionnaire for self-use to ensure the long-term retention of the team
- Quarterly newsletter, including employment legislation updates and notable changes to employment practices

* *subject to terms and conditions (See FAQs)*

Additional HR Services

Additional HR services are available to all retained clients. Hunter Adams HR provides all HR services and your consultant can provide you with a cost estimate for any additional support required.

These services may include but are not limited to:

- A full HR compliance audit and follow up report
- The case management of employee relations matters including investigations, hearings and appeals
- Assistance or project management of Mergers and Acquisitions activity including where the Transfer of Undertakings (TUPE) is applicable
- The design and delivery of training and development programs including leadership development
- The design and implementation of reward processes, including benchmarking, job evaluation and incentive plans
- The provision of a dedicated recruitment professional to reduce recruitment fees (no placement fees charged, solely the day rate for the recruiter)
- Advice and guidance on compensation and benefits for employees
- Awareness sessions for managers on specific topics i.e., absence management, performance management, disciplinary and grievance investigations
- Executive coaching for line managers and senior leaders
- HR consultancy support to review the structure of the HR function and its performance
- Gauging employment engagement (culture assessment) and developing an HR improvement plan
- Setting the People Strategy and plan for the company or organisation
- Expert support to determine the right solution and or to implement a new HR system
- Providing organisational design or change management expertise

Our Retained HR Model

Our model is designed specifically to support businesses who want absolute certainty around what they are paying out each month for their HR provision. Clients opting for this model pay a monthly subscription fee (based on their headcount), and this allows access to HR advice and guidance via telephone, email and virtually online.

With packages starting from £250 plus VAT per month, this service is 100% remote and contracts are for a two-year period. Our two-year agreement has rates fixed for the initial 24-month period. A new agreement will be put in place after the initial two years with revised rates. The rates offered in the new agreement will be frozen for the two year period of the new agreement.

This is a great model if general day-to-day HR support and guidance is all you need. However you can always buy other services that you may need as you grow or enter challenging times.

Benefits of using this model:

- Our fees under this model are significantly discounted from our standard consulting rates for SMEs and not for profit organisations (by around 50%).
- Standard contract lengths for support of this nature are around five years. Our contract is for two years with some flexibility within this. Where requirements change and you opt for an alternative Hunter Adams service, where the value of that service is at least the value of remaining retainer, we may use our discretion in terminating the contract early when you formally request us to.
- We're not registered as a law firm and don't insist on tribunal insurance. We can provide practical, commercial advice meaning you don't need to jump through hoops.
- We have a small, focused team of experienced HR professionals offering a boutique service, so our approach is very personalised. We really get to know our clients.
- You will be provided with a dedicated focal point who will be your Hunter Adams contact, meaning you'll generally speak to the same person every time you need support.

For FAQs on our Retained HR model see **Appendix 1** at the end of this document.

Alternative Support Models

If a monthly retainer doesn't work for you and your business, get in touch with us to discuss the alternative support models we offer.

**Believe us when we say there is very little
we've not heard or supported clients through.**

Sarah Beaumont, Director of HR at Hunter Adams

Our Team and their Experience

Our team of consultants have extensive experience of working in-house, so they know exactly what you are going through and the challenge you may find yourself facing. In addition to their in-house experience, years of consulting means they have dealt with clients of all sizes across various sectors and have experienced most HR situations imaginable. Some of the types of clients they've worked with are below.

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| Start-Ups / SMEs | Oil & Gas Supply Chain | International UK Entities |
| Technology | Manufacturing SMEs | Agency / Consulting Businesses |
| Fast-Growth Start-Ups | Education | Retail |
| Third Sector | Pharmaceutical | Over 30 sectors in total |

A Snapshot of What we can Support You With



Don't Just Take Our Word For It...



We engaged Hunter Adams early on in our journey and they supported us with our contracts and handbook etc. The problem when starting out is that you don't always know what you need, but Hunter Adams' call-off service, Hunter 100, is a good model because it gives you flexibility and the ability to access advice when you need it on an ad-hoc basis.

The value Hunter Adams brought initially was the clarity around the things which were important for our new employees. They helped us to provide a framework which made our people feel comfortable, demonstrating that our business was robust and stable, and covering the key things that would impact them personally. Sometimes for founders and senior execs, the business is their whole life, and they don't necessarily think about things like maternity leave, or what happens if someone dies etc. Thinking more about HR allowed us to bring clarity to employees who may have been considering that and they knew there was mechanisms in place as and when they needed to access them.

From a management perspective, Hunter Adams ensured we had the information and tools we needed to make decisions, so that these were based on employment law and compliance as opposed to just opinion.

So, with all this taken care of, we – the founders of the business - were able to focus on growing the business and developing the culture we wanted to create.

Craig Everett - CEO, Holibob



I'd just like to say how impressed I've been with the Hunter Adams team so far. The work they have done for us has been completed without delay and presented in a way that facilitated straight forward discussion about our next steps, we now have a clear set of objectives to complete internally.

They have simplified quite a complex set of issues around employment contract differences and highlighted best practice for us to follow - exactly what we needed!

Stuart Winterburn - Managing Director, Zenzero (previous Dynamic Edge)



The Hunter Adams team is calm, very knowledgeable and have helped us navigate the tricky nuances of HR law, policy and procedure.

Their responses to any question are very detailed and considered, and always returned in a prompt manner. They always provide clear and easily understandable advice, combined with references to the legal basis on any matter, as well as examples of how these are used in real life scenarios. They are immensely helpful and thorough.

Anna Joyce - Head of Operations, SH:24

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