

Transform your HR services



Whether you want a specialist ER case management platform, to outsource your manager advice line, develop line manager capability, use people analytics to give you the insight to drive performance change, or just need expert HR project or consultancy support, we can help.



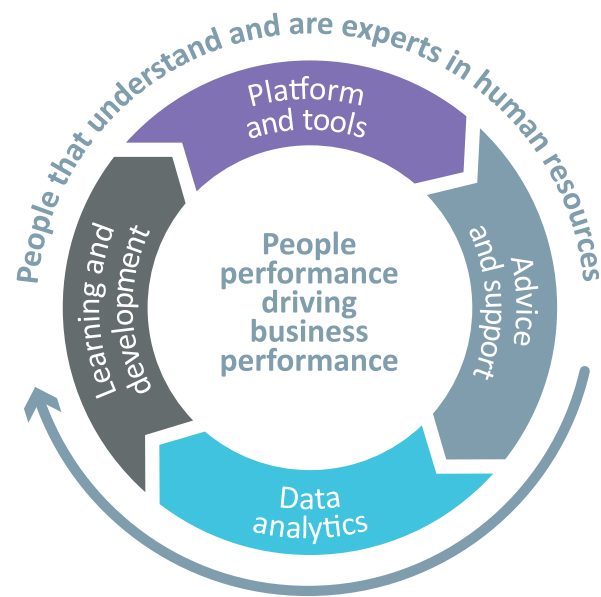
An HR business run by HR people

Founded in 2001, we're 300 experts who share a passion for HR; helping our clients to ensure their HR policies are applied consistently and confidently by their line managers, enabling their people to focus on creating value for the organisation.

How do we do that?

Through the latest technology, advice and support, learning and development, and people data analytics.

That's how...



From the outset, the AdviserPlus experience was very different to other outsourced providers in terms of operating model, collaboration and visibility.

Sally Cabrini, Business Services Director at United Utilities



HR technology platform and tools

Software that streamlines ER case management. Knowledge portals that empower your line managers. Analytics that deliver actionable insight.

The AdviserPlus platform and associated tools have been developed with an ER DNA, not only supporting the 250+ advisers that manage our advice line, but also the 75,000+ line managers

and 500,000 employees across our clients' organisations.

This specialist focus on ER and our understanding of the ER transformation journey means that you can be confident your solution will meet your needs now and into the future.

Case Manager

Case Manager enables you to fully digitalise your case management, moving away from emails, spreadsheets and paper trails. It simplifies communication and collaboration by enabling your (or your outsourced) case management team to securely interact with your managers through the technology.

Knowledge Manager

Knowledge Manager provides your line managers with a one-stop-shop for accessing all your policies and procedures as well as the option to create dynamic workflows that help and prompt line managers about what they need to do at every step of the journey.

Insights Manager

All our technology solutions not only support the ongoing capture of invaluable data (all interactions are tracked), they also include access to an analytics portal, 'Insights Manager'. Access to Insights Manager is based on role profiles, giving your team instant visibility and visualisation of operational MI, governance MI and business MI.

Case Viewer

Case Viewer provides your line managers with instant, secure access to appropriate case information. Built on the same platform as Case Manager, it enables your HR team to communicate with managers instantly through a dedicated channel.



With the expert support and the right technology, we empower managers to undertake their people related activity more effectively, from a more informed position.

Sue Murdoch, Head of Organisation & People Development, KCOM





HR Advice and Support

Access the HR expertise you need, from project resourcing to advice lines for managers, policy and documentation support to HR transformation consultancy. We have one of the largest cohorts of HR expertise in the UK, who support a wide range of clients across multiple sectors. This means we can bring best practice advice and support not just to managers but also to HR functions that are going through change programmes.

Our expert advice line team will empower your line managers to support their people more effectively. And if you're facing a sudden peak in HR workload, or you need ongoing, strategic support – we're here to help. As one of the UK's leading HR consulting firms, with a team of seasoned HR consultants, we're able to respond to the most urgent and complex HR challenges.

Advice Line

Our advice line service gives your managers direct access to our team of expert HR advisers – by telephone or online. Our experts will work within your company's own policies and processes and offer managers support from the moment they open a case, to the moment it's resolved.


Project Support

If you have a short-term requirement that must be delivered at pace, but lack the in-house resource to support the change, our skilled professionals can help. From people change processes, including redundancy, restructure and varying the T&Cs of the employment contract, to drafting and reviewing documentation and providing high volume HR admin support, we can help.

Policy and Document Services

If your suite of policies is out-of-date, they could be doing your organisation more harm than good. Our approach to HR policy review follows a three-step process:

1. Understanding your needs
2. Creating, rewriting and harmonising your policies, and if needed,
3. Delivering extra support to roll out your new policy suite across your organisation – including training, organisation-wide communications, supporting documents, a bespoke knowledge portal website, maintenance and analytics.

 I feel fully supported. The service equips managers with the skills and tools they require to manage and lead people effectively. In the three years I've been using the service, I've probably developed more as a line manager than in my entire career.

Brendan Wilson, Engagement and Business Readiness Manager, United Utilities



Manage absenteeism

Keep your employees at work with confident, proactive management. Our absence management experts will proactively work with individual managers to build a structured improvement plan – one that incorporates your organisation's policies and best practice – to ensure your employee is getting the support they need to get back to work.


HR Health Check

Most HR leaders recognise they need to transform, whether it's a desire to move from being a supporting operational function to one that drives business value, or internal pressures forcing the change. How do you know where to focus first?

The AdviserPlus health check enables leaders to improve the performance of their HR function by identifying the areas of improvement that will give you the greatest return and support your progression to becoming a 'business driven' HR function.

Performance Management

Coach your managers to execute quality and timely interventions with underperforming employees, effectively and consistently. Achieve increased productivity across the workforce and more capable and confident managers, to provide a solid platform for stronger, longer-term organisational growth.

 It was such a comprehensive process; the benchmarking service was invaluable in ensuring we could offer the most competitive packages and attract the very best talent for this exciting new venture; and having all HR policies written up in two weeks was an incredible help.

Damian Pearce, HR Manager, University of Warwick



Learning and Development

Flexible training to improve your people managers' performance and give them new skills – and new confidence.

Our HR learning and development courses help line managers to take ownership of people issues, enabling them to take the right action, at the right time.

Each course is led by an experienced HR trainer and can be tailored to suit your organisation's specific needs.

Manager capability training

Give your people managers the skills and confidence to own ER issues. We'll train your managers to tackle people issues with greater speed and consistency.

That could mean handling absence, performance, and grievance issues more effectively, better managing difficult conversations and situations, or simply resolving more issues informally.

Disability Confident Leaders

Disability Confident is the Government's flagship scheme to help more disabled people into work. It's designed to help improve your ability to recruit, develop and creating a more inclusive and diverse workforce. We were the first Disability Confident Leader in the UK and have accredited more than 20 organisations.

Executive Coaching

Coaching from our qualified career experts can maximise integration and productivity for new starters, overcome barriers to enhance performance, accelerate skills development and provide practical and emotional support through many types of organisational change.

Mental health training

Help your line managers recognise and resolve mental health issues. Mental health is a growing issue in the workplace – and one that many managers struggle to respond to promptly, professionally and proactively.

Our Mental Health Awareness training courses help managers spot the early signs of distress, and handle mental issues confidently and sensitively, for better outcomes. We also deliver the two-day Mental Health First Aid qualification, accredited by Mental Health First Aid England.

The feedback from the sessions has been excellent – very, very positive. Our managers have appreciated the fact that it's very practical and very hands-on.

Kerry Pelkowski, Senior HR Business Partner,
Bradford Council

Delivering real business impact

We're extremely proud of our enviable client list, who value not just the solutions, but the way in which we partner with them on their HR transformation journey.

B&I Healthcare

the gym

Aldermore

KCOM

POST OFFICE

United Utilities

City of BRADFORD
METROPOLITAN DISTRICT COUNCIL

UK BATTERY
INDUSTRIALISATION
CENTRE

AstraZeneca

NetworkRail

sage

NHS
Herts Valleys
Clinical Commissioning Group

We'll help you deliver real results

We help our clients to achieve tangible business improvements. Here are just a few...

75%

cost reduction from outsourcing to our HR advice line

£2.15m

saving over 12 months from reducing long-term sickness

96%

of managers would recommend our HR advice line service

92%

of users advocate our employee relations advice and guidance.

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