



PEARSON & ASSOCIATES

HR development

Our HR development service gives you a personally tailored, outsourced human resource department which will help you to maximise each employee's potential and free up your time to build your business. Where our employment law and health and safety services look to protect your business, this service is tightly focussed on increasing its long-term value. The service starts from the beginning of the employment relationship with advice on recruiting and selecting the right person for the right job.

Moving on, we will help you to develop your employees to contribute exactly the skills your growing business needs. We will help you with design and implementation of performance management systems, training needs analysis, employee development programmes, HR strategy and planning, change management, communications, team building advice, workplace culture development and workplace structure development.

Overseeing all of the above is the need for good employee relations, starting from the top of the organisation. You will receive continual support to maximise your employee relations, resolving issues before they develop into a breakdown of trust and confidence between employer and employee. You know that if your business is going to provide you with the lifestyle and security you want, recruiting, developing and retaining human talent is absolutely essential. Our HR development service will give you the advantage.

We want you to be clear about what you can expect from us and let you know what we need from you.

OUR RESPONSIBILITIES

We will provide advice and documentation on the following areas:

Recruitment and Selection

- Analysing local market salary data and offering advice on how to recruit 'hard to fill' vacancies.
- Reviewing interview questions and designing interview structures
- Support in writing job descriptions
- Job Evaluations
- Design and implementation of Induction Programme

Performance Management

- Guidance on improving performance
- Implementation of Personal Development Plans
- Implementation of a reward scheme/total benefits scheme

Training and Development and Succession Planning

- Implementation of Training Plans
- Legal training i.e. Manual Handling, Fire and Health & Safety
- Design and implementation of customised training to meet the needs of your business i.e. Customer Services Training, training to Supervisors and Managers on the day to day managing of policies and procedures
- Succession Planning, implementing structures and training to ensure the skills are within the organisation to succeed

Managing Sickness and Absence

- Guidance on improving absence levels
- Preparing for return to work interviews
- Monitoring any patterns of absence
- AWAL (Absent Without Authorised Leave)
- Guidance notes on conducting absence interviews
- Support managing persistent short term and long-term absence

Motivation

- Implementing systems to motivate and involve employees: to include areas such as Delegation; Leadership; Negotiation; Empowerment; Job Satisfaction

YOUR RESPONSIBILITIES

- You will provide us with the necessary timely information to be able to administer all your HR Development needs
- You will provide access to employees to enable relationships to be built and agreed strategies to be implemented

AGREEMENT OF TERMS

These terms take effect when we receive written or email confirmation that you wish us to provide this service and will continue until we receive written or email confirmation that the company no longer wishes us to provide this service.

We will deal with matters arising prior to our appointment as we deem fair and appropriate and will cease to deal with current matters as soon as we receive notice that you no longer wish us to provide this service.

We will provide the service set out above with reasonable care and skill. However, to the fullest extent permitted by law, we will not be responsible for any losses, penalties, surcharges, interest or additional tax liabilities where you or others supply incorrect or incomplete information, or fail to supply any appropriate information or where you fail to act on our advice or respond promptly to communications from us, your employees or a relevant third party authority.

You will not hold us, our directors and staff, responsible, to the fullest extent permitted by law, for any loss suffered by you arising from any misrepresentation (intentional or unintentional) supplied to us orally or in writing in connection with the service outlined above. You have agreed that you will not bring any claim in connection with service we provide to you against any of our directors or employees personally.