

CAPITA



HR Advisory Bureau

Creating better business outcomes together



Capita HR solutions

HR Advisory Bureau

Capita HR solutions is a trusted provider of payroll services, HR administration and HR advisory. Our HR Advisory Bureau makes our HR support available to all businesses regardless of scale. We offer a comprehensive range of services all underpinned by Capita's robust governance and in-depth expertise.

- HR Audit & Compliance
- HR Analytics
- HR Advisory Projects
- HR Employee Relations Advice
- HR Guidance Training

The HR Advisory Bureau allows you to flex the amount of support you require. Services are available through an on-site or remote model, and where in-house HR services exist, we can provide additional HR support.

As a client, you will work directly with Capita's HR team that provides national coverage and local delivery through our UK based service centres. Our team brings together specialist HR expertise, outstanding client relationship management, and experience of delivering HR solutions for clients in a flexible manner.

By tapping into external expertise, your organisation is prepared for any eventuality and that it can use internal HR resource more effectively. We help businesses to reduce costs, reduce risk, increase effectiveness, articulate their brand - demonstrating a return on investment for their HR activities, and using HR data to shape strategy.

Our solutions

Audit and compliance



HR Health check: An HR health check or audit can be a full or partial review of your HR operations. We gain an in-depth view of your HR policies and procedures, and an understanding of how they measure up against the external market. We will identify areas for improvement and cost savings, and using this as a foundation, we will work with you to develop better HR practices.

Following the audit, we will make recommendations for improvements that will introduce best practice, reduce costs, and reduce risks to the business. Our health check includes proposals to improve absence management procedures, resourcing and recruitment processes and costs, performance management systems and processes, employee relations procedures.

Policy: As policy experts we create employee policies, procedures and processes that meet all legal and governance requirements, and that are specific to your sector and organisation. Our policy experts ensure you stay up to date with changes to government or regulatory policy and ensure that action is taken.



HR Analytics

Capita's HR Analytics service provides solutions to people and performance issues. We provide data driven insight into your business, enabling informed decision making and demonstrable return on investment in HR activities. Going beyond benchmarking your organisation and advising on what steps need to be taken, we work with you to make it happen.

We provide the focus, but also recommendations on how to get there. Using Capita's HR analytics dashboard, HR and line managers can use your organisation's data to spot trends, receive alerts and map peaks and troughs that will help improve organisational performance.

Capita HR Analytics has the capacity to shape and support strategic decision making, allowing you to make recommendations and explain decisions to the senior team, safe in the knowledge you have acted on evidence gathered from reliable data sources.

With more than 200 metrics to choose from, we collate multiple sources of data to provide a holistic view of your organisation and we provide the HR expertise to interpret results and design appropriate solutions.

Capita can support you on a day to day basis through continuous improvement driven by HR, or we can work on a consultancy basis to address specific challenges or organisational change. We take the risk out of investing in HR analytics through access to our unique tools and HR expertise.

HR Projects

Our advisory service is available to all businesses regardless of the size of their in-house team. We are the first port of call for clients looking at redeployment, outplacement, relocation and changes to business structure. We help them minimise risk and maximise the business benefits.

Specialist consultancy support provides peace of mind that all compliance angles have been taken care of and you can scale-up support when it's needed most:

Employee relations:

Capita has the capability, capacity and confidence to quickly resolve routine issues whilst also undertaking higher risk activity such as grievance and disciplinary investigations, redundancy and absence, or capability issues. We have experience conducting independent workplace investigations whilst supporting managers through the process. Services can be delivered remotely or on site depending on the project requirements.

Absence management:

Our approach helps you tackle immediate issues with absence and puts in place preventative measures to improve employee attendance. Beginning with an analysis of current absence trends, we calculate the cost of absence and make recommendations for targeting specific areas. We review absence policy and procedures and work with occupational health providers and line managers to reduce absence levels.

We can oversee the fit-for-work process including holding discussions with employees and completing return to work plans. We can also review what existing support your organisation has in place for employees on long-term sick leave and make recommendations about updates to HR policy, ensuring best practice and compliance.

Performance management:

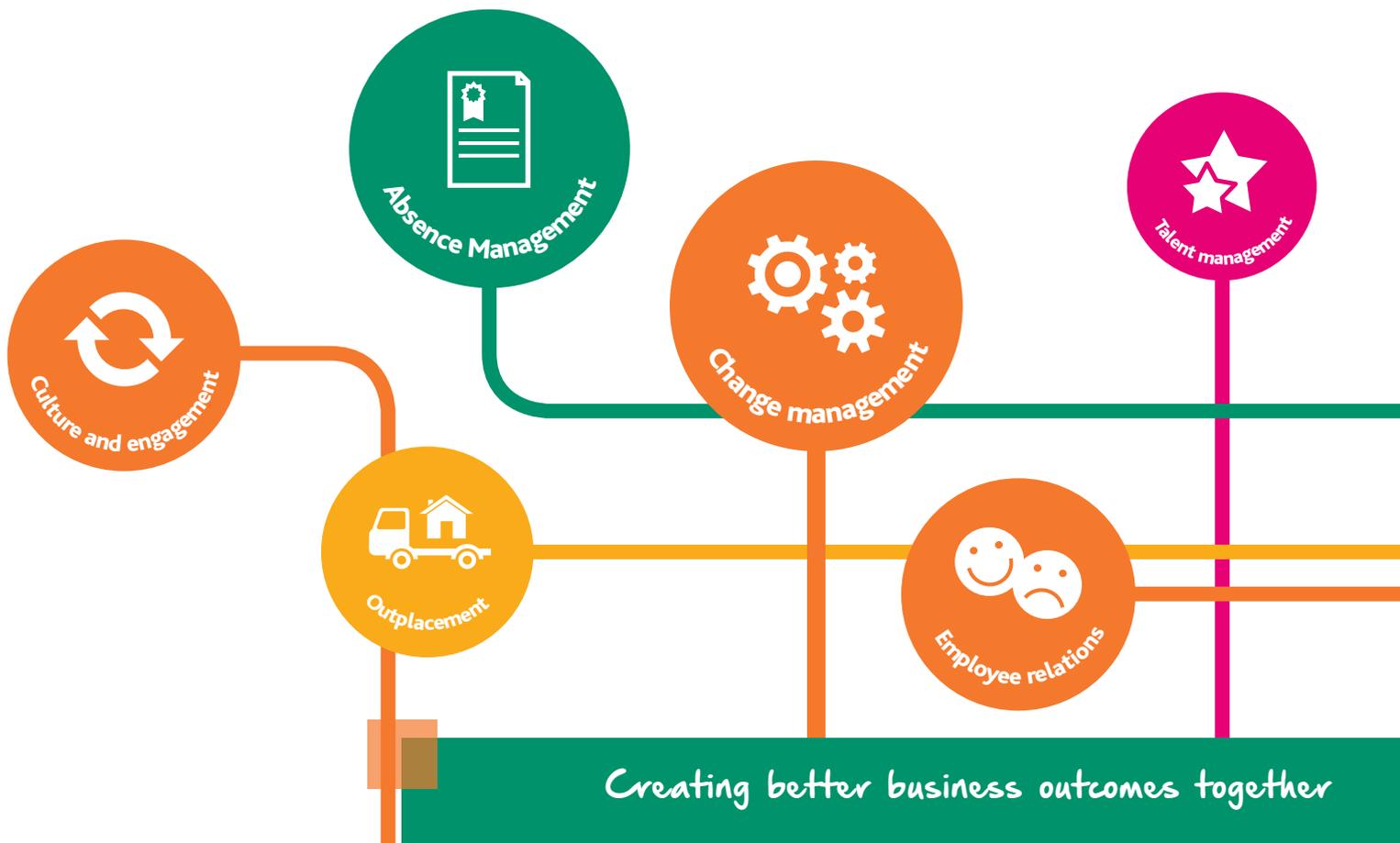
Capita manages the hard and the soft elements of performance management including administration of the performance review process, and providing advice and guidance on where improvement is required. We input all appraisal documentation for our clients, track response rates, and supply updates to management to highlight areas where performance is being well managed, or where there are gaps.

Change management:

Capita has the scale and reach to deliver significant change without disruption. We have a proven track-record of successfully managing change from post-merger transition to a new brand and new processes, to organisational restructuring and downsizing through to technology-based change. The size, scale, and scope of our work is varied.

Culture and engagement:

We use interventions that are appropriate for the scale and maturity of your organisation, from simple policy health-checks and line manager compliance checks, through to projects such as fit-for-work and employee wellbeing programmes. We will review employee engagement levels and help you implement strategies to enhance or refine it.



Coaching and mentoring:

Coaching is focused on practical, measurable achievements such as developing leadership skills, corporate messaging, even speech writing. Programmes are bespoke based on an assessment of what will make most impact on the business. Capita consultants reposition the HR function, helping HR to step-up and deliver a more effective service to the business.

Redeployment:

Redeployment supports employees at risk of redundancy in seeking and securing internal job opportunities and thereby continuing their employment. We help employees to identify their skills and to understand how these can be transferred to other areas that they may not previously have considered.

Outplacement:

Our outplacement service helps employees to prepare for new opportunities, and their next step in employment. It includes help with identifying and articulating skills, CV writing and interview preparation. We help employees to realise their potential, look for roles, and obtain alternative employment.

Diversity and inclusion:

Organisations that embrace diversity and inclusion are more innovative and deliver higher returns on equity. Our Diversity Intelligence diagnostic provides insight into how to prioritise and improve diversity and inclusion within your organisation. Our best practice framework enables leaders that want to take a fresh look at their diversity and inclusion initiatives to identify the steps to developing, implementing and embedding a successful D&I strategy. Whether you are starting from scratch or looking to strengthen existing approaches we can help you to identify the critical questions that require focus and advise you as to how to deliver the required improvements.

Talent management:

Working closely with HR and operations we conduct a strategic talent review of your organisation. We build a picture of what skills base the business needs now and what it anticipates it will need in future. We analyse the talent currently within the business and how it is aligned to future requirements, and make recommendations on the most effective structure for the business.



Resourcing and recruitment:

Through more than 20 years of providing comprehensive talent acquisition services, we have developed mechanisms to both shortlist or longlist candidates for a role. Through a variety of tools including 'killer questions' and psychometrics, we screen candidates before entering the interview process.

We ensure your managers only see the best pre-screened candidates. We work closely with you to ensure we identify the best candidates for hiring managers to meet, and we provide detailed interview feedback.

As part of our end-to-end talent acquisition service, Capita can plan and host assessment centres when large numbers of hires are required; either as a stand-alone project or to provide an ongoing supply of candidates. We work with specialist partners to ensure centres are run effectively, building your employer brand with potential hires and helping you to secure the best talent.

Resourcing transformation:

An effective resourcing function makes for an efficient, agile and high performing business. Our Resourcing Intelligence diagnostic places an analytical magnifying glass onto the performance of your resourcing function. Viewed through the multi-dimensional lens of key resourcing stakeholders, it reveals the strategic 'big picture' for your organisation, providing you with insight to help plan change and prioritise improvements. The outputs of our qualitative and quantitative diagnostics build an authentic, incisive and measurable picture of the maturity of your resourcing function. This creates a clear pathway to help you plan, prioritise and achieve your future aspirations.

Strategic workforce planning:

Workforce planning is at its best where art and science meet. Based on a blend of data and manager insights, our Workforce Intelligence solution enables you to draw a picture of the people you will need in the short, medium and long term. Based on a variety of predictions about workforce growth or contraction, it provides insight into how the workforce impacts the skills mix of your people and the extent to which skills gaps need to be addressed. Our diagnostics model a future view of the forces that may drive change and alter your workforce requirements to help you prepare for different scenarios.

Training:

Training programmes are bespoke and industry specific but can include areas such as absence management, capability management, conducting investigations, dealing with disciplinary matters, employee relations (grievances, bullying, harassment), managing performance and recruitment and selection.

Relocation:

Through our concierge services we can assist a senior executive with all aspects of an international move, and we can manage the impact on people from large scale relocations of a whole division, or business nationally or internationally. We manage all aspects of remuneration and benefits involved in relocation of employees.





Contact us

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