



**A qualified team providing
flexible and practical HR
solutions with no long contracts**



www.guildford-hr.co.uk
01483 362732
hello@guildford-hr.co.uk

Guildford HR Ltd, Regus, Building 2, Guildford
Business Park Rd, Guildford GU2 8XG

QUALIFIED TEAM
SUPPORTING SMES IN
SURREY AND
SURROUNDING AREA

Flexible

We offer pay as you go services, with no long contracts. For projects, we can agree a short contract. Tracey's intention from the start was to provide a flexible service with no long-term commitments. Our clients like this approach, and many have been with Guildford HR for years!

We pride ourselves on being transparent, affordable, flexible and solution-driven.

Who we help

Our client base is typically SMEs from professional services, engineering, financial services, manufacturing, sales and marketing and warehousing. As a team we have developed a service covering all aspects of the employee life cycle, and we have experience supporting clients during start-up phase, in growth or looking to restructure.

We do not just advise businesses on legal processes, but we support owners with practical solutions.

Our qualified team

The team have all worked in the commercial sector and know the pressures business owners and managers are under. Tracey Barney set up Guildford HR in 2016 and has a wealth of experience gained over many years in the industry. Tracey knows what it is like to run a business having worked as a Managing Director of a food company, and as a result can offer practical people solutions.

Kath Moss joined Guildford HR in 2019 and has worked within HR for over fifteen years across many business sectors including Finance, IT and Healthcare. Kath brings a broad range of experience and expertise that supports the diverse range of clients.

Lindsey Davies joined the Guildford HR team in 2022 and has a broad range of experience within HR administration, Line Manager support and delivering recruitment projects.

Angie Brown has been part of the Guildford HR team since the beginning and has many years of experience in supporting HR business leaders. Angie's specialism is developing business systems to automate HR processes.

By outsourcing your HR support to a specialist service provider, you will benefit from access to a qualified team. This means you focus your energy on growing your business.

AFFORDABLE,
STRAIGHTFORWARD HR
ADVICE

Employment law changes frequently – we ensure your business is compliant

We work with you to give you peace of mind, providing for all your documentation needs, from template letters, handbooks and contracts to training material and so much more. We partner with Xpert HR and they provide us with legal advice as required on the day and we have access to a full database of documentation covering all situations. Our consultants keep up to date with employment law changes and we will alert you to legal updates when they are relevant to you, in advance. We keep our standard policies up to date, so that as the law changes, we will amend policies as needed. This means you can have confidence in knowing that your employment policies will always be compliant.

Support in handling disputes

When running a business, you will need to manage a form of workplace dispute at some point. An employee making a complaint may become a grievance and therefore a formal process needs to start.

Our experienced HR consultants are there when you need them, whether it is to discuss an HR issue with one of your team or to support you personally. We are happy to support your business by email, by phone and when needed, on your site. Our approach is always to give straightforward and practical advice.

Sickness and absence; treating people fairly and within the law

It is important to treat employees fairly and in compliance with the law. We know that when you are busy running your business, you may not know how to deal with sickness absence.

Short-term absence can be difficult to manage, and you may need to get temporary staff at short notice, or else it can put a strain on your small team. One of our experts will recommend some simple steps to ensure that employees understand what is expected of them.

Long-term absence is a major concern to a small business, but this is an area we really recommend you get advice. We will support you through the various options, for example making adjustments or supporting a phased return to work. However, if you think the employee may not return to work, we can also discuss what other options you may have.

Family leave

There are an increasing range of leave types; we can help provide clarity and support ensuring the business is compliant with the current legislation.

The disciplinary process

Going through a disciplinary process with one of your employees is stressful and can have a real impact on the whole business. Employers need to follow the correct legal procedure to prevent your business from getting a claim. We can manage the whole process, or support you or your team as needed.

SUPPORTING YOUR
BUSINESS, YOUR
WAY

Transparent, affordable, flexible, solution-driven

We offer a convenient Pay As You Go service – you only pay for the work you need, when you need it, without being tied into a contract.

If you need us to support your business for a set number of hours per week, we offer a 2-month rolling contract, 1 month payable in advance. Our rates reflect the type of work and your location. We know that some topics are best managed face to face, and we can work at your location. The team provides solutions tailored specifically to your needs. For example, a consultant has been the part-time HR Manager for a client for several years. The client is pleased to have a flexible resource that is on-site and visible to the employees if needed. The client is confident they get expert support at a fraction of the cost.

If you are looking for targeted HR support for a one-off project, we offer tailored services to support you with whatever you need.

The consultants enjoy working with your managers to inspire their teams to deliver their best. This is why several of our clients, despite no contract, have worked with us for years.

Systems

We can work with most HR systems and support our clients with maintaining their records remotely or on-site as required. We quickly understand your ways of working and ensure we are seen as an extension of your team.

Tailored HR support – no retainer

Our knowledge and flexibility allow you to call on our services when you have anything HR-related to deal with. The team have held all roles within an HR department, including being an Executive Director; we understand your business priorities.

We have had roles in small and large companies and we know how difficult the role of a business leader is. Our clients often ask Tracey to support them in areas outside typical HR activities, for example when setting up a new business.



BUILDING AND DEVELOPING YOUR TEAM

Recruitment: finding the right people for your business

Recruiting the right team is critical for any business. Outsourcing recruitment means that your business will be able to benefit from our recruitment skills and experience, enabling you to focus on your core business. We are not a recruitment agency, but we work like your inhouse HR Manager which keeps costs to a minimum with no agency fees. It will allow you to have full visibility and control over your recruitment spend.

We can advertise the role for you and we will review the applications in line with your specification, selecting a shortlist of candidates who meet the criteria for the role. One key activity we undertake is an initial pre-screen interview call or Teams meeting. We know what questions to ask for the job specification. We provide a summary highlighting areas of concern or areas to explore at the face-to-face interview. Our clients can be confident that we put forward candidates who have the right to work and the necessary skills and experience for the role.

We can manage all the administration coordinating face-to-face interviews, reference and DBS checks, prepare offer letters and contracts of employment, and also support you with the onboarding process.

We will provide a professional service acting on your behalf, to ensure that your recruitment process is compliant and up to date with legislation, but more importantly in today's challenging market, a great candidate experience.

All of our HR Consultants have been involved in recruitment across many industry sectors. Each business and role has its own specific selection methods and we will offer guidance and undertake each element as appropriate.

Assessment days/sessions/group interviews

Our team can also help manage assessment days, sessions or group interviews if required. Whether it be for seasonal work or high volumes of candidates needing to be assessed in an efficient way.

Onboarding

We keep in contact with candidates from offer to their first day. We then provide ongoing support as they complete their probation period. This is not just for compliance purposes, but we know that those first days and weeks are a critical period for any employee. We can support the line manager to deliver a great experience that translates to a high performing team member.

Employee confidential helpline

Some of our clients ask us to provide support to employees for them to be able to speak confidentially to a HR professional; this can be by phone or we can manage an email inbox. This has proved very useful to growing businesses and those with multiple sites.

BESPOKE STRATEGIC HR SERVICES

Strategic leadership

Some of our larger clients, ask us to act as their part time HR Director supporting the leadership team, especially during a change process, restructure or other major project.

TUPE

The team also offer a range of specialist technical solutions. For example you may be considering purchasing another business and want to understand the necessary steps of TUPE, or you are looking for a training solution. We tailor our solution to your requirements – we understand that you may have different requirements at different times.

Change management

During change, we know your people will be impacted. We use a road map that has practical steps that are manageable and consider how the change will affect your teams. Our consultants will work to understand your culture and values, supporting the team to deliver the immediate and longer-term objectives of the project.

Communication and support during change is essential, we are experienced and can advise you on the common pitfalls and how to create the right environment.

Redundancy and other dismissals

Going through a potential redundancy process can be incredibly stressful for any business, particularly for a small business that has many competing priorities.

Our consultants will ensure you follow the correct procedure as well as support you with all the required documentation. We are agile and flexible and can support you by coming to your site and managing the process with you.

HR support for improving business performance

We always put your business first and prioritise your objectives, offering a fresh perspective. We add value to your business when we support your managers in developing their teams.

Learning and development

We provide a range of training and also deliver management development programmes for graduates, supervisors, team leaders and managers.

BREATHE

EFFORTLESS PEOPLE
ADMIN

BREATHE

We have been implementing Breathe successfully since 2017 and are a certified silver partner. By adding Breathe, our clients can manage their people more efficiently. We can implement and provide ongoing maintenance of the system. Alternatively, as the system is straightforward, we do have clients who installed the data themselves and provided us with remote access so we can keep their records up to date. We use the software every day and support clients with 8 employees to those with over 100.

Breathe allows you to have access to your employee details and documents. You can set up specific access for HR or the employer, automate processes for the line managers, or open the system with full employee self-service.

Breathe HR makes managing employees so much easier, enabling you to focus on the day to day running of your business.

Key benefits of Breathe HR software

It is competitively priced, but always evolving to meet the demands of SMEs, the system is cloud-based and GDPR compliant. The software enables companies to manage their HR processes online. It is a simple and user-friendly people management platform.

Breathe are developing the software all the time and have added a number of modules over recent years that can be purchased separately from the core system:

- Expenses
- Recruitment
- Rota, time and attendance

Some of the great features of the core system are:

- GDPR compliant
- Access levels
- Holiday management
- Sickness and absence management
- Employee database
- Document storage, e.g. offer letters, contracts, policies and procedures
- Reporting
- Performance management
- Training records
- Extract all to Excel
- Mobile device friendly

For more details, either go to our website www.guildford-hr.co.uk or [Breathe | Software That Puts People First \(breathehr.com\)](http://Breathe | Software That Puts People First (breathehr.com)). Guildford HR can provide you with a demonstration tailored to your sector or alternatively you can trial the system free of charge. Whether you choose to purchase the software directly or via Guildford HR, the costs are the same; we do not add a margin.





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