

GUIDE

HR SERVICES FOR YOUR BUSINESS

A full range of HR solutions for
growing businesses, across all sectors.



WHAT WE DO

Progeny's HR consultancy and advice team provide a full range of HR solutions for growing businesses across all sectors and services.

Working with a broad range of clients, from professional services to manufacturing, hospitality and retail, we recognise that

no two clients are the same and offer a completely bespoke service for each. We assist in a whole range of HR matters including contracts of employment, employee handbooks, absence management, performance improvement, disciplinary & grievance processes, redundancy, business restructures, policy implementation, employee engagement and much more.

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OUTSOURCE: LET US TAKE THE HASSLE OUT OF HR

Outsourced HR from Progeny

Progeny's HR consultancy and advice team provide a complete outsourced HR department for SME's across all sectors and services. Engaging with us on a retained basis provides access to extensive HR expertise at a fraction of the cost of employing an in-house HR Business Partner.

Working with a broad range of clients, from professional services to manufacturing, hospitality and retail, we recognise that no two clients are the same and offer a completely bespoke service, led by the needs of the individual organisation. Each retained client has a dedicated fully qualified HR consultant as a single point of contact who will take time to understand you and your organisation, working collaboratively to help achieve your goals.

We will undertake a full review of any existing HR documentation to ensure it is up to date, filling any gaps with brand new legally compliant documents, tailored to suit the needs of your business. Thereafter, you will have access to unlimited telephone and email support and advice from your HR consultant on day-to-day HR matters as they arise.

Our retained outsourced HR solution is a cost-effective way to have regular HR expertise on hand when you need it.

We offer a complete HR service in line with the size and needs of your business.

For further information about the service, please see the service matrix on page 13.

UPSKILL: TAKE YOUR EMPLOYEES TO THE NEXT LEVEL

The Progeny HR Masterclass Collection

We offer a comprehensive suite of training modules designed to improve the effectiveness of your team. Our training sessions are developed using our own knowledge and expertise to upskill and empower line managers, enabling them to deal confidently and effectively with HR issues throughout the employment life cycle.

Each training module is designed specifically to suit the needs of the business and address skills gaps. All our sessions are informative and interactive, with a focus on practical tips and techniques that can be put into practice for immediate impact. We share our own learnings and experience, tailoring the training so that participants work on case studies and scenarios that are relatable and engaging.

We can deliver training as a standalone session or work with the business to create an ongoing programme of development for maximum impact.

- ✓ **HR Masterclass for People Managers**
- ✓ **Equality and Diversity**
- ✓ **Recruitment and selection**
- ✓ **Managing absence**
- ✓ **Maximising performance**
- ✓ **Managing disciplinarys and grievances**



HR HEALTH CHECK

The HR Health Check is a systematic review of all people related practices - it objectively reviews what is in place currently, identifies what can be improved, and provides recommendations of how processes can be implemented effectively.

The health check is designed to help businesses streamline and centralise processes and mitigate any potential risks.

The main areas of focus are typically:

Following a complete review of existing documentation, discussions with key personnel, plus an on-site visit if required, we produce a comprehensive report, which rates each area as red, amber or green based on risk. Each area has accompanying commentary, recommended remedies and an objective, pragmatic overall assessment of the HR practices of the business.

Our support doesn't end there, if required we work with the business to help create and execute an action plan based on the findings of the report.

- ✓ **Contracts of employment**
- ✓ **Employee handbook**
- ✓ **HR policies and procedures**
- ✓ **GDPR compliance**
- ✓ **Onboarding and leaver processes**
- ✓ **Performance management**
- ✓ **People management skills**

DOCUMENTATION PACKS

A comprehensive suite of HR documentation, ensuring best practice and compliance. Ideal for start-ups, micro businesses, or organisations who have legacy documents in place that need an update.

Documentation is tailored to reflect the individual organisation and its specific needs. Document packs may include:

- ✓ **Contract of employment**
- ✓ **Employee handbook**
- ✓ **New starter and leaver forms**
- ✓ **HR policies and procedures**
- ✓ **GDPR related paperwork**
- ✓ **Appraisal and review documentation**
- ✓ **Role profiles and competencies**

EMPLOYEE RELATIONS ADVICE LINE

- ✓ **Access to a qualified and experienced HR Practitioner**
- ✓ **Comprehensive risk assessment of any employment-based scenario**
- ✓ **Unlimited telephone and email support on matters including:**
 - **Absence management**
 - **Disciplinary issues**
 - **Grievance**
 - **Performance management**
 - **Procedure and best practice**

CONSULTANCY

Our consultants specialise in minimising risk and maximising efficiencies; working closely with business owners and managers to understand the business position before providing comprehensive and commercial advice and support in the following areas:

- ✓ **Appeals processes**
- ✓ **Restructure**
- ✓ **Redundancy**
- ✓ **TUPE**
- ✓ **Mediation**
- ✓ **Performance management**
- ✓ **Complex disciplinary and grievance issues**
- ✓ **Job evaluation and salary banding**
- ✓ **Appraisal and review process**
- ✓ **Employee engagement**
- ✓ **Managing organisational growth**

Our expert consultants will get to know your business and guide you through your options, highlighting risk and supporting you through difficult conversations. This is followed up with the necessary documentation and on-site assistance where required.

OUTSOURCED MATERNITY COVER

Progeny HR will provide a dedicated lead consultant to liaise directly with business owners and people managers for the duration of maternity leave to provide a seamless HR service.

A two-week handover period both at the start and end of maternity leave will be included as part of the standard monthly retained agreement.

During the initial handover, Progeny HR will spend time with the in-house HR representative and the business owner to understand any ongoing issues, you can then choose which tier of outsourced business most suits your needs for the duration of the maternity leave.

SERVICE MATRIX

Tribunal indemnity insurance can be included all retained packages.

* Available as an optional extra where not automatically included as part of the agreed package.

	Service type	T1	T2	T3	PAYG
General	Size of business	50-250	25-50	5-25	Any
	Monthly Newsletter	✓	✓	✓	✓
	Annual Report & Review*	✓	×	×	×
	HR Diagnostic*	✓	×	×	×

Compliance	Employer GDPR Compliance	✓	✓	✓	✓
	Contract of Employment	✓	✓	✓	✓
	Offer letter	✓	✓	✓	✓
	New starter checklist	✓	✓	✓	✓
	Handbook	✓	✓	✓	✓
	HR Health Check*	×	×	×	✓

ER Support	General day to day ER support on any HR matter	✓	✓	✓	✓
	Absence Management support	✓	✓	✓	✓
	Performance Management	✓	✓	✓	✓
	Discipline & Grievance Support	✓	✓	✓	✓
	Probation*	✓	✓	×	✓
	Appraisals*	✓	✓	×	✓
	Restructure (dependant on scale)*	✓	×	×	✓
	Redundancy (dependant on scale)*	✓	×	×	✓
	Dedicated email address for Line Managers*	✓	×	×	×
	HR Masterclass Training*	×	×	×	✓
Equality & Diversity Training*	×	×	×	✓	

	Service type	T1	T2	T3	PAYG
New Starter Process	Size of business	50-250	25-50	5-25	Any
	Employment related letters	✓	✓	✓	✓
	Draft offer and contract*	✓	✓	×	✓
	Obtain references*	✓	×	×	✓
	Update internal HR System*	✓	×	×	✓
	Probation reminders*	✓	×	×	✓

Recruitment	Job ad drafting*	✓	✓	×	✓
	Job ad posting*	✓	✓	×	✓
	CV Sifting*	✓	×	×	✓
	Interview prep and questions*	✓	×	×	✓
	Shortlisting*	×	×	×	✓

Leavers	Resignation acceptance letter	✓	✓	✓	✓
	Leaver Checklist	✓	✓	✓	✓
	Prepare reference*	✓	✓	×	✓
	Exit interview*	✓	×	×	✓

Employment Disputes	Conciliation Support*	✓	×	×	✓
	Conduct Investigation / Disciplinary*	×	×	×	✓
	Conduct Grievance Hearing*	×	×	×	✓
	Conduct Appeal Hearing*	×	×	×	✓
	TUPE*	×	×	×	✓
	Settlement Agreements*	×	×	×	✓



ADDITIONAL SERVICES

- ✓ Monthly payroll report
- ✓ Recruitment (as tier 1 above with addition of posting advert, sifting applicants, holding telephone interviews and providing candidate feedback)
- ✓ Monthly HR activity report
- ✓ Set up and ongoing support with cloud-based HR system
- ✓ On-site visits



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